



**Provide Information Technology
Support and/or Supplement Staffing
for the Department of
Electronic Information Systems (EIS)
and Telecommunications**

RFP NO.: 0464

Due Date: 3:30 P.M, August 25, 2023

Technical Proposal

Submitted To

Department of Purchasing
200 Derbigny Street, Suite 4400
Gretna, LA 70053
☎ (504) 364-2678

Point of Contact

Shanna Folse
✉ sfolse@jeffparish.net
☎ 504-364-2680

Submitted By

Compunnel Software Group, Inc.
DBA Compunnel, Inc.



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📍 103 Morgan Lane, Suite 102
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TECHNICAL PROPOSAL

A. COVER LETTER

Attention: Shanna Folse
Jefferson Parish Department of Purchasing
200 Derbigny Street, Suite 4400, Gretna, LA 70053
Phone: (504) 364-2678

Date: August 25, 2023

Subject: Response to RFP No.: 0464 to Provide Information Technology Support and/or Supplement Staffing for the Department of Electronic Information Systems (EIS) and Telecommunications

Dear Shanna,

Compunnel Software Group, Inc. dba Compunnel, Inc. (referred to as "Compunnel") is pleased to submit this response to RFP No.: 0464 to Provide Information Technology Support and/or Supplement Staffing for the Department of Electronic Information Systems (EIS) and Telecommunications. Compunnel is a Microsoft Gold Certified Partner, ISO 9001:2015 certified, GSA, and a Minority Business Enterprise. Headquartered at New Jersey we have 31 offices across the United States.

Containing a summary of the proposer's ability to perform the services described in the RFP and confirms that the proposer is willing to perform those services and negotiate a contract with the Parish.

We have 28 years of experience in providing IT Solutions and Temporary Staffing Services to various Local, State, Federal and Commercial Clients. Compunnel has been awarded 50+ Government Contracts since the beginning of the year 2022. We have placed over 30,000+ personnel on different contract engagements over the last few decades. Compunnel guarantees 97% fill rate And 99% employee retention rate.

Compunnel is committed to provide the Parish technical support services and supplemental staffing for technology systems & related services for the areas of expertise mentioned in RFP. We are willing to perform the required services and negotiate a contract with the Parish.

The letter shall be signed by someone with the authority to negotiate and commit the proposer to a contract. If the proposer is a sole proprietor, the proposer must include a statement that the company is a sole proprietorship signed by the owner. If the proposer is an agency, corporation, partnership or other legal entity, the president, vice-president, secretary or treasurer, or an authorized agent shall sign the proposal, and satisfactory evidence of the authority of the person signing for the agency, corporation, partnership or other legal entity shall be attached to the proposal. A sample corporate resolution may be downloaded from the Purchasing Department webpage of the Jefferson Parish website.

Compunnel is a C – Corporations, we have authorized Ashish Yadav, who will be our Program Manager for the Parish's project to sign this proposal. Signature of Ashish Yadav



is attached at the end of this letter. Also, we have attached evidence of the authority of Ashish Yadav signing for Compunnel in the Appendix section at the end of our response under heading "Corporate Resolution".

Proposers should exhibit their understanding and approach to the project and address how each element will be accomplished.

Compunnel will comprehensively address Jefferson Parish's Project Requirements by offering a multi-faceted approach. We will provide technology services, and application support that will cover a wide spectrum, including Oracle, MS SQL, Network, Data Center, Microsoft, Third-party applications, cybersecurity, telecommunications, in-house applications, video, and access control.

Additionally, Compunnel will fulfill the staffing needs of the Parish by supplying skilled professionals like Server Technicians, Network Administrators, Oracle Database Administrators, Microsoft Support Technicians, Programmer/Analysts, Project Managers, and Help Desk Technicians. This integrated strategy will ensure the Parish's technology landscape is well-maintained, secure, and continuously improved.

We have included our in-house team member resumes in our response to this RFP. Our professionals have the experience and certifications required to seamlessly adapt to the work culture of the Parish.

Proposers are advised that except as otherwise provided by law, all documents submitted to the Parish under this RFP are subject to the Louisiana Public Records Act, LSA-R.S. 44:1 et seq., and may be released when a public records request is made in accordance with the law.

Compunnel acknowledges all our documents may be released when a public records request is made in accordance with the law.

Yours Sincerely,

A handwritten signature in blue ink, appearing to be 'Ag' or similar, written over a horizontal line.

Ashish Yadav, Program Manager

Compunnel Software Group, Inc. dba Compunnel, Inc.

103 Morgan Lane, Suite 102, Plainsboro, New Jersey, 08536

Phone: 609-606-9010 | Fax: 609-750-0981 | E-Mail: govt@compunnel.com



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C. TECHNICAL PROPOSAL ELEMENTS

Illustrating and describing compliance with the RFP requirements defined in the Scope of Work/Services (Part II) and Proposer Qualifications. (See Section 2.7.A for further details.)

Each proposer shall address how the proposer will achieve/meet the Scope of Work as stated in Section 2.1. Technical approach shall detail the following: Plans and/or schedule of implementation, orientation, and/or installation, etc. (whichever is relevant to the RFP requirements).

Plans and/or Schedule of Implementation

Compunnel will follow a multi-faceted approach to support both the required technological areas and provide expert personnel for the Parish. We will implement a robust Technical Approach to fulfill the first part of service requirements, that is, support, maintain, and enhance various technological areas.

Secondly, we will implement a Staffing Plan to identify qualified personnel to work on the Parish's project. Thus, our Plans and/or Schedule of Implementation will include both Technical Approach as well as a Staffing Plan to fulfill the needs of the Parish entirely.

Technical Approach

Firstly, to address how Compunnel will support, maintain, and enhance different technological areas, we plan to outline a comprehensive technical approach. Compunnel aims to meet the Scope of Work outlined in Section 2.1 of the Jefferson Parish RFP and ensure the successful implementation, support, and enhancement of the specified technology systems, services, and applications by implementing the below approach that will encompass the following:

- ✓ **Technology Systems Plan:** Compunnel will deploy a team of professionals as per the requirements of the specific project. Our team has expertise in supporting, maintaining, and enhancing the specified systems, including Oracle, MS SQL, Network, Data Center, Microsoft, Third-party applications, cybersecurity, telecommunications, in-house applications, video, and access control.

They will devise a plan as per the Task order requirements, plan will outline the scope, deliverables, team member requirements and effort required.

- ✓ **Implementation Schedule:** Compunnel will provide a detailed schedule outlining the phased implementation of the specific project requirements. This schedule will include milestones, timelines, and resource allocation to ensure smooth and organized execution.
- ✓ **Maintenance and Support:** Compunnel will implement its strategies for providing ongoing maintenance and support for the various technology systems mentioned in RFP. This will include planned updates, patches, and proactive monitoring.

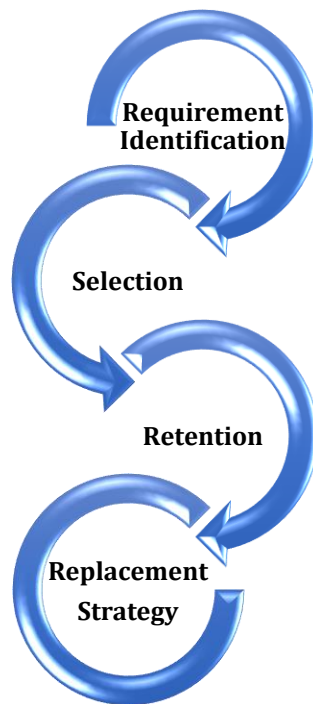
- ✓ **Enhancement Plans:** Compunnel will describe its approach to enhancing the technology systems over time as per the specific project requirements. This will involve implementing new features, optimizing performance, and ensuring compatibility with emerging technologies.
- ✓ **Cybersecurity Measures:** After analyzing the specific project requirement, Compunnel will detail its cybersecurity measures and protocols to safeguard the technology systems from potential threats and breaches, in alignment with the evolving security landscape.
- ✓ **Telecommunications and Network Infrastructure:** If there is a specific requirement regarding Telecommunications and Network infrastructure, we will analyze the environment. Subsequently our team will provide a plan explaining how we intend to manage and improve the telecommunications and network infrastructure, ensuring reliable and efficient communication and connectivity.
- ✓ **Application Integration:** Once Compunnel's team analyzes the environment of applications, we will outline a strategy for integrating third-party applications and in-house applications, aiming to enhance overall operational efficiency and effectiveness.
- ✓ **Data Center Management:** Once the specific project requirement is received by Compunnel, we will describe our plans for managing the data center, including disaster recovery, backup strategies, and scalability considerations.

Staffing Plan

Compunnel has a comprehensive staffing plan in place which is well-aligned with the requirements of this RFP. We have utilized this plan to shortlist our in-house professionals that we have proposed for the given roles.

Compunnel's Staffing Plan will help the Parish in getting right people for the right job to improve organization productivity, reduce overall costs, enrich the Parish with competent and diligent workforce, which will in turn help in maintaining harmony in the department.

Our staffing plan outlined in the below figure is aimed at providing the necessary personnel with the required experience and educational qualifications for the Parish.



Requirement Identification

Our team has assessed and identified the skills, qualifications, and certifications of the labor categories for the below roles that the Parish requires.

- Server Technician
- Network Administrator/Technician
- Oracle Database Administrator
- Microsoft Support Technician
- Programmer/Analyst
- PC/Help Desk Technician
- Project Manager

As a part of the process, our team will also estimate or forecast the future requirements of the Parish to make necessary arrangements of additional workforce in pipeline. We then handed over the requirements to the HR team, who shortlisted our current employees that fit the roles required in various service areas by the Parish.

Selection

Compunnel has implemented a comprehensive selection process that matched the Parish's requirements with the skills and qualifications of the shortlisted employees. Compunnel conducted a preliminary test followed by three rounds of interviews to select the most capable personnel for the Parish.

The preliminary test is for qualifying nature and the candidates who qualify for this test are to be interviewed by our Subject Matter Experts (SME's) who are experienced in conducting interviews. Our aim is to evaluate their qualifications, qualities, experience,

capabilities, etc. & make the selection. We have made sure that an effective selection process has been implemented which will help the Parish to pick right employee for the right positions, ensuring quality performance, less absenteeism, reduction in margin errors, cost reduction and low turnover rate.

Compunnel will conduct the necessary background checks, if required, at our own expense. After receiving the employee confirmation from the Parish, we will initiate the background check process that involves prior experience employment checks and education history checks for the candidates to ensure the successful placement of the best fit with the Parish.

We can customize our prior employment checks process to meet the Parish's specifications. Compunnel will share the Background Verification reports for the selected employees once generated, with the search committee hiring managers via their preferred mode of communication.

We have selected the below candidates for the Parish's project requirements:

Title	Name	Availability
Server Technician	Gurpreet Singh	100% utilization to the Parish from the Project start date to end date.
Network Administrator/Technician	Joe Hubbard Kollie Jr.	100% utilization to the Parish from the Project start date to end date.
Oracle Database Administrator	Anas Lahrim	100% utilization to the Parish from the Project start date to end date.
Microsoft Support Technician	Eugene Leonard	100% utilization to the Parish from the Project start date to end date.
Programmer/Analyst	Jason Ross	100% utilization to the Parish from the Project start date to end date.
PC/Help Desk Technician	Michael Aliu-Otokiti	100% utilization to the Parish from the Project start date to end date.
Project Manager	Babajide Akinola Akintokun	100% utilization to the Parish from the Project start date to end date.

Compunnel has included resumes of the above professionals in our response under the heading "Employee Resumes with Required Certifications". Our professionals have the experience and certifications required to seamlessly adapt to the work culture of the Parish.

Retention

Compunnel has a strong retention policy in place to keep our employees motivated to reduce employee turnover, prevent attrition, increase retention, and foster employee engagement. Our retention strategy will focus on both attracting and retaining employees for the Parish by means of recognition & rewards, attractive incentive & compensation packages, building employee engagements, professional & personal

development. Our retention strategy will ensure to reduce the hiring related costs and contributes to productivity and overall performance of the Parish.

Replacement Strategy

Compunnel has a comprehensive staff replacement strategy in place for identifying short-term and long-term backups, as well as the addition of any further staff. Our plan will ensure continuity in the operations and will mainly focus on how the vital positions can be filled within a short time. Our plan will provide the Parish with the comfort that a last-minute resignation, retirement, or employee illness will not leave the company disadvantaged.

Compunnel will replace personnel who the Parish deems to be incompetent, careless, unsuitable, or otherwise objectionable, or whose continued use is determined to be contrary to the best interests of the Parish. Upon receipt of a written request from the Parish, Compunnel's representative will discuss the reasons for such request, after the discussion we will do the necessary actions.

Compunnel's Account Manager (AM), Nitisha Kainthola will be responsible for handling Performance and Personnel relationship issues that arise while an employee is on the Parish's project and providing the service guarantee in the absence of an employee.

The AM will continuously monitor staffing needs based on discussions with the staff appropriately to meet the Parish's expectations. She will periodically monitor the behavior and performance of the employees. If replacement is required, in such situations, we will ensure to provide an equally qualified replacement within 24 hours.

We always maintain a backup candidate to provide immediate replacement. For every project, we hold two or three additional members as a buffer. If a current working member is on leave, then to avoid delays in the project immediate temporary replacement is carried out from the buffer, should the need arise.

We also have a high number of talented & skilled employees and are competent to provide immediate replacements. At the same time, the request will be forwarded to the human resources team along with complete skill set, qualification and experience requirement and other preferred areas like domain experience.

The AM will provide the Parish with notification and justification when substitutions to personnel are required. Replacements for key personnel will possess qualifications equal to or exceeding the qualifications of the personnel being replaced.

We will:

- ✓ Provide resumes to the Parish within one business day from our ATS.
- ✓ Conduct the candidate interview with the Parish Hiring Manager.
- ✓ Initiate the joining process of selected replacement.

Orientation

Compunnel is committed to ensuring a smooth and efficient orientation process for personnel placed on the Jefferson Parish project. Compunnel's orientation plan is designed to ensure that our personnel are well-prepared to support, maintain, and enhance the technology systems, services, and applications outlined in the Jefferson Parish RFP.

We are dedicated to delivering exceptional service and contributing to the success of the project through knowledgeable and skilled professionals. Below figure highlights our orientation plan for the Parish:



1) Pre-Orientation Preparation:

Compunnel will Identify the roles and responsibilities of personnel based on the project requirements. We will review the list of technology systems, services, and applications provided in the Parish's RFP to familiarize ourselves with the scope of support.

2) Orientation Sessions:

Our team will conduct comprehensive orientation sessions for each technology domain, covering key concepts, tools, and best practices. We will provide detailed training on the systems, services, and applications.

3) Technology Domains Covered:

- Oracle Database Administration: Covering Oracle 19c and newer database administration, including application server, RAC, WebLogic, Enterprise Manager, and Forms.
- Microsoft Technologies: Covering MS SQL Server 2016 and newer, Exchange 2016, Office 365 suite, Active Directory, Azure, and more.

- Networking: Covering Fortinet, Ruckus, Cisco, SD-WAN, routing protocols, and network security practices.
- Data Center/Systems: Covering VMware, HPE Synergy, storage solutions, Windows Server, and Linux administration.
- Third-party Applications: Covering OpenText, DBVisit, NextRequest, NetDocs, NeoGov, and more.
- In-house Applications: Covering various .NET and Oracle-based applications used by the Parish.
- Cybersecurity: Covering awareness training, OT SCADA, penetration testing, incident response, and more.
- Telecommunications: Covering Avaya call management, SIP trunking, session border controllers.
- Video & Access Control: Covering Genetec and Avigilon systems.

4) Staffing Fulfilment:

Compunnel will provide an overview of the staffing requirements and roles to be fulfilled. We will ensure each team member understands their specific role, responsibilities, and contribution to the project's success. Moreover, we will arrange personalized training for each role, focusing on the required skills and knowledge.

5) Ticketing and Invoicing Process:

Our onboarding team will Detail the process of creating support tickets for requested work using the Parish's IT ticketing system. We will emphasize the importance of referencing ticket numbers on invoices to facilitate payment processing.

6) Ongoing Support and Professional Development:

Compunnel will highlight the continuous learning and professional development opportunities available to personnel. We encourage engagement with internal and external resources to stay up to date with the latest technologies and industry trends.

Prior Experience

Compunnel, Inc. has considerable experience in providing the services required by the Parish, we have explained our experience and expertise in detail under section “D. Proposer Qualifications And Experience”.

Compunnel's expertise is rooted in our skilled professionals, diverse project portfolio, and commitment to staying current with industry trends. The successful support, maintenance, and enhancement of the specified systems demonstrate our ability to deliver high-quality solutions aligned with client requirements and industry standards.

Moreover, Compunnel has placed our ***in-house employees*** on many of our ***recent 2022 contract engagements*** with similar requirements as of the Parish. Below are some of the examples of our prior experiences in which we have supported various technological areas and provided qualified personnel:

Project Example1	
Customer Name	Palm Beach County
Duration	2022 - Ongoing
Technological Support	<ul style="list-style-type: none"> ✓ Oracle and MS SQL: Compunnel provided a team of certified Oracle and MS SQL experts with extensive experience in database management, optimization, and troubleshooting. Our team showcased our ability to ensure data integrity, enhance query performance, and provide timely updates. ✓ Network and Telecommunications: Our network specialists designed and managed robust network architectures, optimized data flow, and ensured seamless communication across various platforms. We prioritized network security, bandwidth optimization, and reliable connectivity. ✓ Data Center Management: Compunnel managed data centers, ensuring high availability, disaster recovery, and scalability. Our expertise covered hardware provisioning, virtualization, and efficient resource allocation.
In-House Employees Deployed on Various Projects	<ul style="list-style-type: none"> • Server Technician Duties: <ul style="list-style-type: none"> ✓ Installing, configuring, and maintaining software and hardware components of computer and network systems. ✓ Configuring and maintaining georedundant data centers. ✓ Restoring backup data. ✓ Repairing and replacing damaged computers and network components. ✓ Data replication to and from cloud services. ✓ Maintaining and updating technical documentation regularly. • Systems Analyst Duties:

	<ul style="list-style-type: none"> ✓ Responsible for being involved with the analysis, planning, and development of brokerage applications. ✓ Handling SQL, PL/SQL development tasks. ✓ Working with other individuals and teams to assess the scope of problems. ✓ Collaborate with Agile teams to provide feedback and provide systems analysis. ✓ Working on the rewrite of the major web pages. ✓ Designing, writing, and updating source code using Visual Basic, C#, HTML, and SWIFT. <ul style="list-style-type: none"> • Application Developer Duties: <ul style="list-style-type: none"> ✓ Design, code, test and manage various applications. ✓ Collaborate with engineering team and product team to establish the best products. ✓ Follow outlined standards of quality related to code and systems. ✓ Develop automated tests and conduct performance tuning. • Network Administrator/Technician Duties: <ul style="list-style-type: none"> ✓ Monitoring and maintaining networks and servers. ✓ Managing Fortinet & Cisco routers, switches, firewalls, and Avaya VoIP services ✓ Upgrading, installing, and configuring new hardware and software to meet company objectives. ✓ Implementing security protocols and procedures to prevent potential threats. ✓ Creating user accounts and performing access control. ✓ Performing diagnostic tests and debugging procedures to optimize computer systems. ✓ Documenting processes, as well as backing up and archiving data. ✓ Developing data retrieval and recovery procedures.
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Project Example 2	
Customer Name	El Paso County
Duration	2022 - Ongoing
Technological Support	<ul style="list-style-type: none"> ✓ Microsoft Technologies: With a dedicated team of Microsoft-certified professionals, Compunnel deployed and maintained Microsoft solutions, from operating systems to productivity tools. We have a strong record of integrating Microsoft technologies seamlessly. Compunnel is Microsoft Gold Certified Partner. ✓ Third-party Applications: Our team handlef complex ecosystems. We ensured smooth interactions between various software components, minimizing downtime and enhancing user experience.

	<ul style="list-style-type: none"> ✓ Cybersecurity: Compunnel emphasized a comprehensive cybersecurity approach, including penetration testing, vulnerability assessment, and real-time monitoring. Our cybersecurity team safeguarded systems from potential threats.
In-House Employees Deployed on Various Projects	<ul style="list-style-type: none"> • Oracle Database Administrator Duties: <ul style="list-style-type: none"> ✓ Strong track record of handling more than 100+ databases. ✓ Oracle 12c/19c Database Administration. ✓ RAC Management and troubleshooting. ✓ Work on Oracle Cloud and MS Azure. ✓ Managing Oracle RMAN backup/restore procedures and synchronization. ✓ Migration project handling. ✓ Performance tuning. ✓ Database Installation / Configuration / Migration (Standalone/RAC). ✓ DB Backup and recovery. ✓ User and profile Management. ✓ Troubleshooting S1/S2 incidents. ✓ OEM 13c Management. ✓ Working knowledge of Oracle DataGuard. • Microsoft Support Technician Duties: <ul style="list-style-type: none"> ✓ Manage Desktops and Laptops running Microsoft Windows OS using current procedures, ✓ Manage end user devices with the existing tools supporting printers, desk phones, voice mail, Skype& Teams, application setup/support, Mobile Devices. ✓ Managing Microsoft servers and networking, including Domain Controllers, DNS, Active Directory. ✓ Provide support to all authorized users who access Finastra provided services, Help Desk device and software from any location, troubleshoot remotely using Finastra tools and break-fix services as applicable. ✓ Keeping Office365 up to date. • Business Analyst Duties: <ul style="list-style-type: none"> ✓ Define product solutions and concepts and analyze technical requirements to meet business requirements with high-speed delivery. ✓ Gathering requirements from clients and converting them into functional designs and real-time working applications through the product development cycle. ✓ Followed agile methodologies in the projects from prioritizing the backlog for sprint planning and sprint grooming to ensuring the quality deliverables as per the Sprint cycle. ✓ Measuring and analyzing paid media KPIs to check the performance of paid campaigns on social media platforms.

	<ul style="list-style-type: none"> ✓ Hands-on in gathering data & providing the best solution after interpretation of it. ✓ Experience in validating the accuracy of data using SQL. <p>• Database Developer Duties:</p> <ul style="list-style-type: none"> ✓ Extensively worked on PL/SQL Object Types, Dynamic SQL, Collections, Autonomous transaction, Compound triggers, Materialized Views. ✓ Proficient in unit testing, code migration/deployment, Pre and postproduction support, extensions, customizations, and Maintenance. ✓ Working experience in data extraction, transformation and loading operations into oracle using SQL Loader, External tables, DB links, Export/import, Views and UTL_FILE. ✓ Worked on Different forms and reports on Oracle apex4 and 5.1. ✓ Proficient in loading data from flat files into database tables using SQL*Loader scripts. ✓ Exposure in using case tools like SQL plus, TOAD, SQL developer for writing PL/SQL programs. ✓ Experience in fine tuning of SQL statements and PL/SQL modules using diagnostic tools like EXPLAIN PLAN and hints provided by Oracle. ✓ Strong debugging skills in SQL ad PL/SQL.
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Project Example 3	
Customer Name	Hennepin County
Duration	2022 - Ongoing
Technological Support	<ul style="list-style-type: none"> ✓ In-house Applications: Our developers successfully designed, developed, and maintained custom in-house applications tailored to meet specific needs of the County. We followed best practices to ensure scalability, usability, and maintainability. ✓ Video and Access Control: Compunnel implemented video surveillance and access control systems for enhanced security. Our solutions integrated cutting-edge technologies to provide real-time monitoring and access management.
In-House Employees Deployed on Various Projects	<p>• Programmer Duties:</p> <ul style="list-style-type: none"> ✓ Monitoring the support tickets and providing SLAs and resolutions based on the priority. ✓ Giving support to 800 site collections running under the web applications. ✓ Develop programs using SQL, PL/SQL, HTML. ✓ Knowledge of JDBC and ODBC ✓ Installed and configured SharePoint server 2013. ✓ Giving support to 800 site collections running under the web applications. ✓ Installed and configured SharePoint Server 2013.

	<ul style="list-style-type: none"> ✓ Involved in planning of SharePoint 2010 to SharePoint 2016 migration. ✓ Administering, designing, and developing SharePoint 2013 sites ensuring strong optimization and functionality. ✓ Monitors and responds to SharePoint related user performance issues and outages. ✓ Monitoring site technical performance and user administration. ✓ Troubleshoots and improves custom web parts and design Add, deploy, and configure new Solution. ✓ Backup SharePoint Server configuration and SharePoint server database. <ul style="list-style-type: none"> • Help Desk Technician Duties: <ul style="list-style-type: none"> ✓ Serving as the first point of contact for customers seeking technical assistance over the phone or email. ✓ Performing remote troubleshooting through diagnostic techniques and pertinent questions, regarding Microsoft Windows desktop. ✓ OS and related software; experience with Remote Desktop software ✓ imaging, ✓ Windows OS configuring, and troubleshooting. ✓ Determining the best solution based on the issue and details provided by customers. • Cyber Security Engineer Duties: <ul style="list-style-type: none"> ✓ Acquired understanding of the IBM Security Access Manager/Tivoli Access Manager (ISAM/ITAM) Tool including all the components (Webseal, ACL, TDS, SDI) and their working. ✓ Reviewed Security Logs to ensure compliance with policies, procedures and standards and identify potential anomalies in them as well. ✓ Assisted Senior Members of the team in issues which were of high priority from the Client. ✓ Security Risks Mitigation using the Veracode Platform and henceforth, fixes in the code base.
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Employee Resumes with Required Certifications

Server Technician

<p align="center">Gurpreet Singh gurpreetsinghwin@gmail.com Phone: 203-945-9221</p>
<p align="center">Relevant Experience</p>
<ul style="list-style-type: none"> • Over 10+ Years of Experience in Windows and VMware Technologies. • Installation, configuration, maintenance, tuning and troubleshooting of servers running on Windows Server Operating System. • Installation, configuration, maintenance, tuning and troubleshooting of VMware environment running on vSphere 6.0, 6.5, 6.7, 7.0. • Migration of Workloads/virtual machines from On-Prem to another datacenter. • Experience in VMware HCX. • Experience in Disaster Recovery using VMware SRM. • Plan, support and recommend to the DMA how to best migrate, layout and grow the Exchange, Active Directory, Virtualization, Disaster Recovery, SharePoint, and SAN architecture. • Experience in Azure VMware Solution (AVS) and VMC on AWS. • Experience in Cisco UCS Environment. • Experience in IT industry with experience in Server administration in various environments - Windows 2003/2008 R2/2012R2/2016/2019 with Active Directory Services (WINS, DNS, DHCP). • Hands on Experience on PowerShell 3.0/4.0/5.0 • Design, Implementation, and day 2 troubleshooting of VMware Virtualization platform. • Installation of ESXi Host and vCenter Server. • Troubleshoot, configure, and manage Windows servers (domain controllers, application servers, Exchange servers, file servers) • Having experience with VMware automation, scripting, PowerShell, power CLI or power GUI • Having Experience on creating and updating the Various PowerShell Scripts for windows, Active Directory, and VMware Virtualization. • Quarterly Disaster Recovery Activity through VMware Site Recovery Manager. • Designing, Configuring, and maintaining Active Directory Services on Windows Server 2003, 2008, 2012 and 2016, 2019 (Test, Development) Domain controller. • Responsible for Servers Health Check and Performance Monitoring for all the Window servers.
<p align="center">Tools</p>
<ul style="list-style-type: none"> • Splunk, Wireshark, MS Exchange, Nessus, SCCM, SCOM, VEEAM, Cohesity, CISCO UCS, Hyperflex, Cisco mini, DigiCert, Acronis, Pure storage, Storemagic, Connectwise, NVIDIA, CyberArk, Ivanti, Tanium, DRS, Infoblox, Service now, Pager Duty, Symantic, CheckMk, Zerto, NetApp, Nutanix.
<p align="center">Education</p>
<ul style="list-style-type: none"> • Bachelor Business Management & Information Technology – Punjabi University, India 2005-2008
<p>Certifications:</p> <ul style="list-style-type: none"> • Microsoft Azure Fundamental • Microsoft Azure Administrator • VMware Certified Professional – Data Center Virtualization

- VMware Certified Professional – VMware Cloud
- VMware Certified Associate

Experience

As Compunnel's employee Gurpreet Singh has worked on the below Projects:

Aspire Technology **(Oct 2021 -Aug 2023)**
NOC System Engineer (Windows, VMware, Azure, O365)

Responsibilities:

- Worked on deployment and Managing Services on both AZURE and AWS.
- Experience in Configuration, Monitoring and Troubleshooting Services.
- Deployed IAAS, PAAS services.
- Running DR Drill across regions using Azure Site Recovery.
- Setting up Azure and AWS Networking (V-net and VPN Peering, V-net to V-net Connection, P2S, S2S)
- Creating on Load Balancer, Network Security Groups, Azure Firewall rulesets, Application Gateway rules, availability set.
- Deploy and configure NetApp storage systems, ensuring they meet the specific requirements of the enterprise.
- Taking VMs backup using Azure Backup Center.
- Allocate and manage storage space for various departments, projects, or applications.
- Implement and manage storage quotas as needed.
- Monitor storage usage and optimize performance.
- Regularly update NetApp systems with the latest patches and software upgrades.
- Managing day to day activity of the cloud environment, supporting development teams with their requirements.
- Having a good knowledge on Azure SQL VM.
- Good understanding on scheduling database backup from Maintenance plan, Job activity and restoring database to SQL.
- Creating and managing Availability Sets, Auto scaling, load balancer as per project requirement.
- Hands on experience in Ansible and Terraform.
- Hands on experience in Jenkins integration and azure pipelines.
- Working on AKS (Azure Kubernetes service) and ACR (Azure Container Registry)
- Planning, managing, Installation and troubleshooting VMware Esxi 5.5 /6.0/6.7/7.0 and later server.
- Management integrated Esxi server, create a new storage space, creation of VMFS data store.
- Configuration networking for the virtual machines.
- Planning, configuration, maintenance and administration of VMware ESX server, VMware virtual center, vMotion, Storage Motion, HA and DRS, P2V, V2V and Troubleshooting.
- Configure and manage User, Group, Permission, Role, Resource pool on VMware virtual center.
- Planning, configuration, maintenance and administration of Windows Server Systems. Troubleshooting Microsoft Physical and Virtual Clusters.
- Managed server Security to include maintaining most current OS MS patches, Symantec Antivirus and OS Hardening.
- Configures and maintains backup, restore, and recovery efforts.
- Cisco UCS, UCS Blade Chassis and HyperFlex
- Monitors and maintains virtual servers, Hyperflex and UCS hardware in critical business unit environments.

- Plan and schedule OS upgrades & firmware upgrades.
- Creating & managing to compute, networking and storage concepts on Microsoft Azure.
- Creating VM Windows/Linux.
- Attaching new disk to VM's.
- Monitoring the Health Status of the VM's in Azure.
- Patching Linux and Windows VMs
- Troubleshoot Azure related issues and engage internal teams and vendor for issue resolutions.
- Managing day to day activity of the cloud environment, supporting development teams with their requirements.
- Create and Manage Azure Vnet, Subnets define inbound and outbound security rules depending on the infrastructure requirements by and creating network security groups (NSG).
- Restoring VM from Vault Backup and file restore Troubleshooting problems pertaining to Windows 2008/2012/2016/2019.
- OS & application packaging and distribution using BigFix 9.5 SCCM.
- Installed and configured BigFix DSA server for DR purposes.
- Experience working with Active Directory Federated Services
- Experience working with and managing DNS
- Familiar with cryptographic concepts such as symmetric encryption, asymmetric encryption and hashing algorithms.
- Unix/Linux and Windows Operating systems
- Information Security experience, certification, or a high level of Information Security Awareness
- Possess ability to translate technical issues into understandable business language for end users and solution for those issues long-term
- Clearly communicate to key stakeholders including internal/external audit teams
- Develop, plan, execute the strategic goals of Identity and Access Management and Information Security
- Act as technical SME in the areas of Privileged Access Management (PAM) and Identity Management (IDM)
- Act as a liaison between the business partner and vendor technical contacts
- Work with team members to implement process improvement initiatives
- Analyst in an international infrastructure of directory services, public key infrastructure and authentication systems
- Administration of enterprise directories, federation service and public key infrastructure including incident management and trouble shooting
- Support and implementation of valid global standards for authentication, authorization, and directory services
- Configuration and support of the security architecture
- Participation and support for projects in the Directory Service space
- Setting up new SDDC environment in Azure VMware Solution Infrastructure.
- Migrate virtual machines from On Prem to AVS using HCX.
- Managing the Day 2 Operations running on AVS Infrastructure.
- Creating new VMs and raise request with vendor for new hosting required.

Apptio

(Feb 2021 - Aug 2021)

Sr. System Engineer (Windows, VMware, Azure, 0365)

Responsibilities:

- Experience working with VCF, vCenter, SRM, vSphere, NSX-T.

- Setting up new SDDC environment in Azure VMware solution infrastructure
- Migrate virtual machines from ON Prem to AVS using HCX
- Managing the day 2 Operations running on AVS infrastructure
- Creating new VM's and raising request with vendor for new hosting required.
- Upgraded, patched, and migrated virtualization products ensuring security vulnerabilities were addressed and improved the efficiency of Infrastructure.
- Hardware Refresh for ESXi Hosts underlying Hardware for complete infrastructure.
- Upgradation of vSphere Environment from 6.5 to 6.7 and 7.0
- Developed vCenter Orchestrator workflows using JavaScript Code and VMware PowerCLI Scripts enabling VMware Automation
- Hands on experience with Automation/Scripting tools including vCenter Orchestrator, PowerCLI.
- Migrated vRealize Operations Manager from version 6.5 to 8.1.
- Migrated vRealize Log Insight from version 4.5 to 8.1.
- Integrated vRealize Log Insight with vRealize Operations for centralized logging and auditing.
- Configured vRealize Operations with various solutions such as vSphere, SRM, and Cisco UCS.
- Migrated vCenter Server Appliance from version 6.5 to 6.7.
- Migrated vSphere Replication from version 6.5 to 8.1.
- Migrated VMware Site Recovery Manager from version 6.5 to 8.1.
- Upgraded VM Tools and VM Hardware version for all the Virtual machines in Infrastructure.
- Upgraded VMware NSX-V Environment from 6.4.3 to 6.4.5.
- Build the relationship with enterprise system owner in order to influence the remediation vulnerabilities.
- Identity and Access Management in Azure and Active Directory.
- Mailbox permission and user management to users on O365.
- Experienced with planning, installing, configuring, and upgrading support for vCenter Server and VMware ESXi
- Built ESX hosts / clusters on Cisco UCS Chassis HW.
- Install, configure, and manage the Nutanix HCI environment.
- Set up and manage Nutanix clusters.
- Converted Cisco UCS Local service profile to global service profile.
- Physical Hardware server management for Dell, VxRail, HP servers.
- Experience with UCS B, C, S, X and Hyperflex deployments.
- Day-to-day operational VxRail activities.
- VxRail Pre Check, VxRail version upgrade complete code pack including host drivers and firmware.
- Installing and configuring VMware Hypervisor (ESXi).
- Provide expertise in engineering secure networking technical solutions for the Information System within a Virtualized environment using VMWare NSX-T
- Creating and managing VM Ware cluster. Enabling HA and DRS features in a cluster.
- Performing Disaster Recovery through Site Recovery Manager (SRM).
- Created and managed VMFS data stores.
- Configured additional ESX server to the existing production cluster through change management process.
- Security hardening and Monitoring of VM's & ESX servers (CPU, Memory, Disk, Network Utilization) for Security Compliance.
- Performing Snapshots, Cloning, cold migrations, and hot migrations.

- Creating templates from VM's and deploy VM's from templates and allocate resources.
- Moving VM's from one LUN to another LUN using Storage VMotion.
- Systems Management: Microsoft Azure preview portal, Scheduler, Automation.
- Maintain the highest level of confidentiality relating to patient protected health information following HIPAA regulatory guidelines.
- Compile monthly reports of department statistics, quarterly audits of user activity, and access needs while handling all communications.
- Design and update the local Data Center.
- Re-design of monitoring and Ticket System.
- Re-evaluating new hardware for local Server implementation and laptops for local users.
- Drafting of migration solutions and introduction of new cloud solutions.
- Architecting, configuration and use of SCCM.
- Collaborated with SCCM personnel on design of select package solutions, patching, service packs and WMI solution for Operations Manager and related Monitoring tools.
- Business Plan for IT Department.
- Managing Active directory environment, administering users' profiles, group accounts, Implement and managing group policy as requirement.
- Create and modify Powershell scripts as requirement
- Monthly Security patching on servers using WSUS.
- Managing Server installation and hardware trouble shoot of different models e.g. Dell, HP.
- Configure and troubleshoot Server RAID issue.
- Daily checking of Event Logs for all the critical Servers and maintaining reports.
- Configuring and Maintaining File and Print Servers with Quota Policies
- File server replication on DR site using Robocopy.
- Administration Symantec endpoint protection antivirus servers and virus definitions on client as well as trouble shoot on Virus infected machines.
- Provide resolution for all kind of escalated Calls and helpdesk ticket bind with SLA.

Veoci, New Haven

(July 2018 – Feb 2021)

System Engineer (Windows, VMware, Azure, 0365)

Responsibilities:

- Troubleshooting ESXi issues related to storage, network and performance issues
- Windows 2003/2008/2012/2016/2019 Server support and troubleshooting
- Create and maintain Virtual Environment
- Document server administration processes and procedures
- Monitor and tune systems to achieve optimum performance levels
- On call support is required for troubleshooting or pre-planned maintenance on production systems
- In-depth understanding of VMware technologies, including vSphere/ESX, VMware View, vCenter, Site Recovery Manager, running in enterprise environments
- At least seven (5) years of in-depth troubleshooting & support skills and experience with Windows Server 2008 Installing and configuring new systems and applications, including operating systems, databases, web servers, and other infrastructure components
- Maintaining backup of data on physical devices such as tape drives or external hard drives
- Installing applications such as operating systems, databases, web servers, and other infrastructure components
- Troubleshooting problems with hardware and software, including responding to support requests from users
- Monitoring server performance to identify problems and make adjustments to improve performance

- Installing patches and updates to operating systems and applications to ensure optimal performance
- Creating disaster recovery plans and procedures for responding to major outages or natural disasters affecting the data center
- Hands on Experience on PowerShell 3.0/4.0/5.0
- Knowledge on testing the application various methods and Deploy the application in to cloud.
- Configured and resolved Azure AD Connect sync issues, Various types of Data issues and Attribute issues.
- Working knowledge in deploying CI/CD system using Azure DevOps on Kubernetes container environment, and for the runtime environment CI/CD system to build, test and Deployment we have utilized Kubernetes and Docker.
- Having Experience of Creating and Managing the users and groups in Azure AD.

IBM

(July 2016 – Feb 2018)

Sr. Professional (Windows, VMware)

Responsibilities:

- Use iLO and iDRAC to check the server status and make changes.
- Installation and upgradation of Antivirus in server and client machines.
- Manage vendor engagements- MS Premier, HP, VMware, EMC.
- Microsoft Windows Failover Clusters.
- Working on core windows issues
- Proactive operation focus and continual service improvement responsibilities.
- Troubleshooting of issues like services down on windows and Linux/Unix box, disk space issue on OS drive, High CPU and memory usage.
- Troubleshooting problems pertaining to system performance, network administration, application conflicts and system bugs.
- VMWare – create/update VMs, snapshots, template, clone, vMotion, and Storage vMotion.
- Maintaining VMware ESXi and VMware Virtual Center.
- Represented Wintel team in CAB calls.
- Analyzed logs for server errors.
- Setup, configuration, migration, upgrading and maintenance of servers, OS, software and related peripherals.
- Server patching and software installation/update.
- Coordinate with vendors and teams for business service restoration.
- Working on Security Compliance and fix vulnerabilities.
- Remediation of outcomes from Penetration Testing.
- Working on O365 User's management for mailbox and email migration activities.
- Mail flow trace and mailbox user management.
- Creating of Mailboxes, Contacts, Address list and distribution groups.
- Perform basic automation tasks through PowerShell.
- Manage & Build ESXi Host, Upgrade BIOS & Firmware to latest version.
- Troubleshooting VMware issues as per performance alerts.
- Performance Analysis and Monitoring of Virtual Machines and Physical Servers.
- Perform daily health check of virtula environment.

TATA Consultancy Services

(May 2014 – June 2016)

Sr. Process Associate (Windows,VMware)

Responsibilities:

- Server support for Windows 2003, Windows 2008, OS related issues & reinstallation.
- Support for VM servers and L2 level support for VMware technology.
- Creating and implementing change records to fix OS and hardware related issues.
- Handle server patching/firmware upgrades of iDRAC/ILO, IMM.
- Server Hardware monitoring(HP/SIM/IBM Director)
- VM Client migration, RAM, drive space, and CPU addition on VM machine.
- Server build & decommissioning process.
- Working on OS performance, accessibility and security related issues.
- Performing Root Cause Analysis (RCA) & Implement permanent resolution.
- Coordinate with vendors for faulty hardware replacements.
- Work on VM Snapshots, Clones, and Templates.
- Patching of Windows OS and ESXi Hosts.

Barclays Bank**(Sep 2012 – Apr 2014)****Sr. Process Associate (Windows,VMware)*****Responsibilities:***

- Effectively plan, install, configure and optimize the IT infrastructure to consistently achieve high availability and performance.
- Perform the routine tasks on servers like Backup strategy and planning.
- Creating new group policies as per the Customer request, joining the Workgroup Machines to AD Domain.
- Deploy Software, Produce and maintenance PC and laptop images using the Microsoft Windows
- Deployment Services platform.
- Looking after records of high risk clients and report suspicious activities through various IT security softwares, if any;
- Ensuring IT compliance and make sure that there is no vulnerability in the environment.
- Ensure that Softwares, Operating Systems, and VMware environments is updated to the latest patches.
- Assisting the implementation of an Anti-Money Laundering program of an organization.
- Handling requests for information from regulatory agencies.
- Investigating suspicious transactions; filing Suspicious Activity Reports if deemed appropriate
- Enforcing appropriate GPO to restrict the end user devices and IT Infrastructure.
- Ensuring bank account opening process complies with regulatory requirements
- Drafting corporate resolutions and certificates authorizing strategic business transaction.

Bank of America**(Sep 2010 – Aug 2012)****IT Associate (Windows,VMware)*****Responsibilities:***

- Installing, configuring and troubleshooting Active Directory.
- Installing and configuring the windows 2000, 2003 & 2008 Domain Controller.
- Installation & configuration of DNS, DHCP, ADS, and other services.
- Creating & Managing User Accounts, groups and other objects in Active directory.
- Installation & configuration of network printers.
- Patching activity
- Installation, configuration of various applications and Software's.
- Troubleshooting & management of hardware & software related issues.

- Answer phone calls/emails and provide excellent customer service in a timely and efficient manner.
- Provide problem analysis and resolve client issues with the aid of available helpdesk tools (e.g. help files and Knowledge base articles).

Required Certification:



Network Administrator/Technician

Joe Hubbard Kollie Jr joekollie020@gmail.com Phone: 612-517-4585
Relevant Experience
<ul style="list-style-type: none"> 8 years of experience in the Network Administration domain. CCNA, Fortinet, and more top end certified professional. Experience in gathering network requirements for their Cisco routing & switching environment. Knowledge of Fortinet & Cisco routers, switches, firewalls, and Avaya VoIP services. Configured routing protocols (RIP v1&2, EIGRP, OSPF)
Technical Skills
<ul style="list-style-type: none"> Cisco routers 800 / 1700 / 1800 / 2600 / 2800 / 3600 / 3800 / 7200 / ASR 1000 series Cisco switches CE500 / C2950 / C2960 / C3560 / C3750 / ME3400 / C6500 Securing VLANs, switch access, VLANs / STP / RSTP / EtherChannel / MST Linux - Ubuntu / Debian / SuSe TCP/IP, DHCP, DNS Routing protocols RIP / OSPF / EIGRP / ServiceNow & Cherwell ticketing system Microsoft Windows Servers NT / 2000 / 2003 / 2008 / 2012 Office 365 Vagrant
Awards / Achievements: <ul style="list-style-type: none"> President's List Awarded by Phi Beta Kappa Honor Society for Academic Excellence
Education
<ul style="list-style-type: none"> Rasmussen College (May 2020 – Present) Cybersecurity - Bachelor's degree Hennepin Technical College (August 2017- May 2020) Network Administration / Analyst - Associate Degree Graduated with Cum laude. Blue Crest University College Inc (July 2015 – June 2017) Networking Engineering
Certifications: <ul style="list-style-type: none"> Gilgal Sat Technologies (September 2014 – November 2015) CCNA, MCTS Windows 7,8 and 10, Active Directory 2008 r2, CompTIA N+, CompTIA A+ Fortinet NSE Institute (April 2020) Network Security Associate Certification Number: gJx3lxFTGQ Tutorials point (June 2020) Certified Practical Ethical Hacking Expert Udemy (May 2020) Cyber-security Splunk (April 2020) 7.x Fundamental Part 1 Cybrary I.T (January 2020) Penetration Testing and Ethical Hacking

Certificate of Continuing Education Completion <ul style="list-style-type: none"> • The Art of Service (December 2019) Help Desk Analyst • Udemy (December 2019) Windows Server Administration 	
Experience	
As Compunnel's employee Joe Hubbard Kollie Jr. has worked on the below Projects:	
Maximus Inc – St Paul, MN Network Technician II	(May 2020 – Present)
Responsibilities: <ul style="list-style-type: none"> • Utilizing Cherwell ticketing system to track, escalate, and fix issues • Internet Protocol (IP) networking and associated routing protocols • Assist with gathering network requirements for their Cisco routing & switching environment • Utilizing Active Directory to manages and grant user access as per group policies • Utilizing AWS Management console to manage user's AWS Workspace • Troubleshooting and repairs Office 365 (Word, Excel, PowerPoint, Skype and Outlook) • Utilizing Bomgar to provide remote support services • Responsible for router configurations • Completing creation of security policies, routing & filtering • Utilizing Microsoft Exchange to create distribution list, email addresses, provision of mobile devices • Performing troubleshooting on hardware, software, printers and phones • Troubleshooting user issue with Cisco jabber and Finesse • Troubleshooting VPN connectivity with user • Troubleshooting user network connectivity • Troubleshooting Genesis PureCloud & AVAYA phone system • Troubleshooting and Provisioning user into McAfee 	
US Bank – St Paul, MN Network Technician I	(January 2020 – March 2020)
Responsibilities: <ul style="list-style-type: none"> • Tested fixes to ensure the problem has been adequately resolved • Required participated in a rotating on-call schedule • Utilized our Help Desk ticketing system (ServiceNow) to track, route, fix and redirect issues • Access software updates, drivers, knowledge bases, and frequently asked • Utilized Active Directory to troubleshoot account issues and to grant permission to users from group policies • Built LAN for small businesses • Managed and maintained computer network • Designed and implemented Data Center switching and routing infrastructure to meet hardware requirements • Troubleshooted and repairs Office365 (Word, Excel, PowerPoint, Skype and Outlook) • Utilized Dameware to provide remote support services • Performed troubleshooting on hardware, software, printers and phones • Configured devices and software remotely to set up workstations for internal users using LCM and SCCM 	

FedEx Express - St Paul – Minneapolis, MN
Software Support Technician

(September 2019 – January 2020)

Responsibilities:

- Installed diagnostic software to troubleshoot drop box system
- Troubleshooted software issues
- Replaced old FedEx control box system
- Tested security for the drop box system

Boston Scientific – Maple grove, MN
Senior Specialist

(March 2018 – June 2019)

Responsibilities:

- Inspected catheters for the witness mark.
- Coated Outer sheaths for molding Packaging catheters for shipping.
- Created maintaining and entering information into database.

GilgalSat Technologies - Monrovia, Liberia
Network Technician

(November 2015 – June 2017)

Responsibilities:

- Installation of Cisco router and switches for small business.
- Evaluated hardware, software, and network products
- Performed computer facilities management tasks
- Located information to assist users
- Troubleshooted network connectivity.
- CAT # 5 and CAT #6 cable configuration and installation
- Configured routing protocols (RIP v1&2 , EIGRP,OSPF)

Required Certification:



Oracle Database Administrator

Anas Lahrim alahrim@gmail.com Phone: 703-991-9998		
Relevant Experience		
<ul style="list-style-type: none"> 28 years of Professional IT experience in Oracle database administration, database design, conceptual analysis, in Oracle 7/8/8i/9i/10g/11g/12c/18c/19c Leadership role in Oracle technical design, hosting and administration, development, and support. Leadership role in leading and overseeing an Oracle DBA team. Hands on providing technical leadership and direction for the design, installation, customization, implementation, and support of an Oracle client server and web-based environment with over 200 clients and up to 100 servers including experience in configuring and supporting SQL*NET V1 & V2, and Net8. Expertise in using Oracle Enterprise Manager, OEM 10g Grid Control, OEM 12c Cloud Control and is certified in Oracle 7, Oracle 8, Oracle 8i, Oracle 9i, Oracle 10g, Oracle 11g, and Oracle 12c. 		
Technical Skills		
<ul style="list-style-type: none"> Technologies: Client Server, Web Server, ASM, CRS, Oracle 11g, OEM 12c/OEM 13c Cloud Control, OEM Grid Control, Red Hat Linux, UNIX, Sun Solaris, RMAN, Oracle Enterprise Manager, ADDM, Oracle 11g RAC, TOAD, Grid Control, Windows, SQL, AWS, Azure. 		
Education		
<ul style="list-style-type: none"> Bachelor of Science, Computer Science, George Mason University Master of Science, Information Security and Assurance, George Mason University 		
Training: <ul style="list-style-type: none"> Oracle Database12c: New Features for Administrators Ed2 Oracle Database12c: RAC Administration Oracle Database10g: RAC for Administrators Release 2 Oracle Goldengate 12c PostgreSQL Database Administration ITIL Training PMP training Google Cloud (GCP) Fundamentals AWS Certified Cloud Practitioner AWS Solution Architecture Exadata Training. 		
Certifications: <ul style="list-style-type: none"> OCP in Oracle 7, Oracle 8, Oracle 8i, Oracle 9i, Oracle 10g, Oracle 11g, Oracle 12c Oracle Cloud Infrastructure Foundations 2021 Certified Associate CompTIA Security+ CE. 		
Clearance: <ul style="list-style-type: none"> Top Secret/SCI 		
Experience		
As Compunnel's employee Anas Lahrim has worked on the below Projects:		
<table style="width: 100%;"> <tr> <td style="width: 50%;">GovTact, Inc</td> <td style="width: 50%; text-align: right;">(December 2020- August 2023)</td> </tr> </table>	GovTact, Inc	(December 2020- August 2023)
GovTact, Inc	(December 2020- August 2023)	

Senior Oracle Database Administrator

Responsibilities:

- Managed Oracle 19c RAC databases on a Super Cluster/ Exadata environment.
- Assisted in planning and implementing Disaster Recovery and High Availability Strategies including Oracle Real Application Clusters (RAC) and Oracle Data Guard contained on an Oracle engineered system.
- Maintained standard and enhanced Oracle security features including Oracle Label Security (OLS).
- Utilized Oracle diagnostic tools like Explain Plan, SQL Trace, TKPROF, and the AWR to analyze timing and execution plans for performance tuning.
- Planned and implement backup and recovery strategies using RMAN.
- Conducted database performance analysis, tuning, and troubleshooting to ensure updates do not adversely impact performance.
- Worked with development teams to transform requirements into process flow and supporting database objects.
- Assisted develop teams in defining initial storage requirements, monitor database storage utilization, and perform capacity planning.
- Structured and implemented project specific database releases in integration and production environments.
- Assisted development teams with design and performance of developed processes to extract data from Oracle databases into data lakes and search indexes.
- Proactively addressed performance or availability issues based on alerts.
- Implemented database partitioning before and after tables are populated.
- Troubleshot Oracle 19c database performance issues and Oracle 19c Data Guard issues.
- Applied the Quarterly Oracle Security Patches.
- Setup Oracle 12c and Oracle 19c Data Guard on Red Hat Linux.
- Successfully implemented transparent TDE encryption at the tablespace level.
- Installed PostgreSQL and maintained databases.

Environment:

Client Server, Web Server, Oracle 12c, 19c, OEM 13c Cloud, RMAN, Red Hat Linux, ASM, OEM 13c Cloud Control, Putty, Data Guard.

STEAMPUNK, Inc

(October 2019- December 2020)

Senior Oracle Database Administrator

Responsibilities:

- Supported Azure and AWS environments, installed, configured Oracle 12c, 18c, and 19c database on Linux.
- Successfully configured SSL from client to a database server.
- Successfully troubleshot database performance issues.

Environment:

Client Server, Web Server, Oracle 11g, 12c, 19c, OEM 13c Cloud, RMAN, Red Hat Linux, ASM, OEM 13c Cloud Control, Putty, Azure, AWS, Data Guard.

ManTech International

(July 2018- August 2019)

Senior Oracle Database Administrator

Responsibilities:

- Created and scheduled scripts to check the availability of Oracle 11g/12c databases.
- Sanitized export scripts using data pump to refresh development environment from production environment.
- Maintained and checked RMAN backups daily.
- Migrated Oracle 11g R2 database to Oracle 12c AWS Cloud.
- Successfully led the migration of Oracle 11g RAC R2 to Oracle 12c RAC R2 in Oracle Linux 7.
- Successfully Installed Oracle Linux 7 software and provided Linux System Administration.
- Successfully installed, configured, and maintained Oracle 12c RAC R2, Data Guard Broker.
- Successfully troubleshooted and fixed Oracle 11g RAC R2 and Data Guard issues.
- Successfully applied Oracle Quarterly security patch.
- Successfully troubleshooted database performance issues.
- Successfully setup and maintained Oracle 12c GoldenGate.
- Successfully applied STIGs on 11g and 12c databases.

Environment:

Client Server, Web Server, Oracle 11g, OEM 13c Cloud, RMAN, 11gR2, Oracle 12c RAC R2, Windows 2012, AWS, Oracle Linux 7, ASM, Data Guard Broker, OEM 13c Cloud Control, AWR, ADDM, ASH, GoldenGate.

Technatomy, Inc

(September 2016 - June 2018)

Senior Oracle Database Administrator/ DBA Team Lead

Responsibilities:

- Support the Veterans' project.
- Oversaw the DBA tasks and led a team of 5 Oracle DBAs, juniors and seniors, to complete their assignments.
- Conducted performance reviews for Oracle DBAs.
- Led the Oracle Upgrade from Oracle 11g RAC to Oracle 12c RAC.
- Re-created Oracle 11g RAC standby databases.
- Maintained Oracle 11g RAC R2 production databases including performance tuning and troubleshooting.
- Performed database installation, patching and upgrades of Oracle 11g RAC R2 to 12c RAC databases in production, test, and development environments on RHEL servers.
- Installed Oracle 12c, Oracle Storage Management in the Microsoft Cloud Azure environment.
- Setup and maintained Oracle 11g GoldenGate.
- Successfully applied database STIGs.

Environment:

Client Server, Web Server, Oracle 11g, OEM 12c Cloud Control, Red Hat Linux, Sun Solaris, RMAN, Oracle 11g RAC, 11gR2, ASM, Oracle 12c RAC, Azure Cloud, AWR, ADDM, ASH, Oracle 12c GoldenGate.

Skylon Technology, Inc

(September 2015- August 2016)

Senior Oracle Database Administrator/ DBA Team Lead

Responsibilities:

- Setup and configured Oracle Wallet on Oracle 11gR2 on Linux.
- Installed and configured Oracle 11gR2 database on Red Hat Linux Server.
- Performed Linux System Administration tasks.

- Wrote Unix shell scripts and applied PSU patches.
- Performed 11g RAC database performance tuning and setup RMAN backups.
- Maintained OS disk space using Automatic Storage Management (ASM).
- Performed Oracle 11gRel2 Standalone and RAC Install

Environment:

Client Server, Web Server, Oracle 11g RAC, ASM, OEM 12c Cloud Control, Red Hat Linux, WebLogic, ADDM, AWR, ASH.

**Unified Business Technologies
Senior Oracle Database Administrator**

(May 2015 – September 2015)

Responsibilities:

- Installed Oracle 11g RAC R2 on Windows
- Performed Database tuning using AWR and ADDM reports.
- Wrote PL/SQL procedures to implement Database alerts.

Environment:

Client Server, Oracle 11g, Oracle Enterprise Manager, HP UNIX, TOAD, SQL Developer, Data Guard, RMAN, 11gR2, Oracle 11g RAC, OEM 12c Cloud Control, ASM, Linux, PL/SQL.

**Sun Technologies, Inc
Senior Oracle Database Administrator**

(December 2014 – September 2015)

Responsibilities:

- Successfully installed, configured, and maintained Oracle Enterprise Manager 12c Cloud Control.
- Successfully created, managed, and tuned Oracle 12c databases.
- Setup Data Guard physical standby databases using RMAN on Oracle11g R2.
- Duplicated databases and performed backup recovery strategies using RMAN.
- Performed database creation, setup, administration, management, performance tuning, and backup.
- Performed schema refresh using export/import data pump.
- Performed database performance tuning using ADDM, AWR.
- Installed, configured, and maintained 11g R2 RAC, ASM on Windows 2008.
- Applied Oracle Quarterly security patches on the Oracle grid and the databases.
- Performed index rebuild, tables re-org to improve performance.
- Performed schemas' comparison using SQL Developer and created scripts to resolve data issues among schemas
- Successfully installed Oracle Management Agents on remote servers to communicate with OEM 12c.
- Implemented email notifications using PL/SQL procedures.

Environment:

Client Server, Oracle 11g, Oracle Enterprise Manager, HP UNIX, TOAD, SQL Developer, Data Guard, RMAN, 11gR2, Oracle 11g RAC, OEM 12c Cloud Control, ASM, Linux, PL/SQL, ADDM, AWR, ASH.

**ALTA IT Services, Inc.
Senior Oracle Database Administrator**

(May 2014- September 2014)

Responsibilities:

- Provides Oracle Database Administration for DTIC.
- Responsible for troubleshooting 11g RAC errors as well as Oracle database 11g issues.
- Uses Oracle Enterprise Manager 12c Cloud Control to manage databases, troubleshoot and correct performance issues.
- Rectified communication issues between Oracle Management Server and Agents.
- Added database services to be managed by OEM 12c Cloud Control.
- Tunes Oracle 11g databases using ADDM tool, AWR.
- Responsibilities include highly technical expertise and guidance in the design, implementation, operation, maintenance, and tuning of 60 databases to improve performance.
- Applied the Oracle Quarterly Security patches.
- Applied Database STIGs.
- Provided technical leadership to appropriate personnel on highly complex system administration activities.
- Developed and analyzes highly complex system standards, thresholds, and recommendations to maximize system performance.
- Performed dbbackup and recovery using RMAN.
- Performed import/export to refresh schemas in the production databases.
- Provides technical solutions and escalated support for non-routine, highly complex technical issues.
- Modeled databases based on a logical data structure created in support of data architect.

Environment:

Client Server, Web Server, Oracle 11g, OEM 12c Cloud Control, Red Hat Linux, Sun Solaris, RMAN, Oracle 11g RAC, 11gR2, ASM, ADDM, AWR.

EDC Consulting, Inc**(August 2012- May 2014)****Senior Oracle Database Administrator****Responsibilities:**

- Provided Oracle Database Administration for Department of Army.
- Installed and configured Oracle Enterprise Manager 12c Cloud Control and plug-ins.
- Configured, installed, deployed, and maintained OEM 12c Agents.
- Installed and configured Oracle Audit Vault tuned 11g database instances, SQL queries, installed Oracle 11g database on Red Hat Linux Server, performed database backups using RMAN. Fixed database backup issues using RMAN
- Upgraded several databases from 10g to 11g in Linux, Sun Solaris.
- Responsible for troubleshooting 11g RAC errors as well as Oracle database 11g issues.
- Responsibilities include highly technical expertise and guidance in the design, implementation, operation, maintenance, and tuning of 60 databases to improve performance.
- Used Oracle Enterprise Manager to manage databases, troubleshoot and correct performance issues.
- Tuned databases using ADDM tool, AWR, and Statspack.
- Applied STIGs to Oracle 11g databases and Exadata servers.
- Maintained Oracle 11g RAC in Exadata environment.

Environment:

Client Server, Web Server, Oracle 11g, OEM 12c Cloud Control, Red Hat Linux, Sun Solaris, RMAN, Oracle 11g RAC, 11gR2, Peoplesoft, ASM, Exadata.

ITG, Inc
Senior Oracle Database Administrator

(September 2011 - July 2012)

Responsibilities:

- Provided Oracle Database Support for GSA.
- Performed Oracle database backup, fixed database backup issues using RMAN, re-built 11g test databases, and troubleshoot 11g RAC errors.
- Tuned databases using ADDM tool, AWR, hints, and Statspack.
- Performed flashback recovery.
- Worked with Weblogic.

Environment:

Client Server, Web Server, ASM, Oracle 11g, Oracle 10g, Oracle 10g Grid Control, Linux, Windows 2008, RMAN, Oracle 10g RAC, Oracle 11g RAC, 11gR2, Flashback, Weblogic.

CACI, Inc
Senior Oracle Database Administrator/DBA Lead

(November 2009 - August 2011)

Responsibilities:

- Has provided Oracle Database Administration for Federal Emergency Agency.
- Setup a Dataguard physical standby, exported and imported data between databases, performed backups and recovery using RMAN, tuned database instances, SQL queries, and installed Oracle 11g database on Red Hat Linux Server, migrated 10g to 11g database.
- Responsible for maintaining Oracle 9i, 10g, and 11g databases and managing a Data Guard physical standby database.
- Exported and Imported data between databases, performed backups and recovery, tuned databases, and SQL queries for increased performance.
- Setup Dataguard and performed switchover of primary and standby databases.
- Syncing primary and standby database whenever they are not in sync.
- Created and setup Oracle 11g database. Installed Oracle 11g database on Red Hat Linux server.
- Migrated Oracle Database 10g to Oracle Database 11g.
- Performed tuning using Oracle Statspack, Backup and recovery processes, Space management, and user management. Backed up databases using Recovery Manager, RMAN.
- Run MySQL scripts to populate tables with data.

Environment:

Client Server, ASM, Web Server, Oracle9i, Oracle 10g, Oracle 11g, Oracle Enterprise Manager, HP UNIX, Red Hat Linux 64 bit, Linux Red Hat server, SQL Developer, Data Guard, RMAN, 11gR2, MySQL.

SAIC, Inc
Senior Oracle Database Administrator/DBA Lead

(February 2008-October 2009)

Responsibilities:

- Has provided Oracle 10g RAC support for State Department. Setup streams on Windows environment, rectified streams as well as Oracle replication issues.
- Performed export and import of databases to refresh dev and test environments. Responsible for keeping approximately one hundred 9i and 10g RAC databases running on Windows 2003 on 24x7 in support of State Department issuance Visa and Passport.

- Performed installation and setup of Oracle on new servers, applying patches and upgrades on new servers.
- Exported and Imported data between databases, performed backups and recovery, tuned databases using ADDM, AWR, and Statspack to improve performance.

Environment:

Client Server, Web Server, Windows 2003, Oracle9i, Oracle 10g RAC, Oracle Enterprise Manager, TOAD, Grid Control.

**Association of American Medical Colleges
Senior Oracle Database Administrator**

(January 2007 - January 2008)

Responsibilities:

- Has provided Oracle database support for Association of American Medical Colleges. He performed performance tuning of Oracle 9i and Oracle 10g databases on UNIX environments.
- Migrated several databases from Oracle 9i to Oracle 10g database.
- Worked with application teams to design and build databases, database objects, and optimized SQL.
- Installed, configured and managed Oracle databases 9i and 10G.
- Conducted routine database tasks including the following: Backup and Recovery, Data imports/exports, SQL Optimization, Database Tuning using ADDM, AWR, Statspack, Database Patching, and ticket solving.
- Proactively prevented production incidents through daily monitoring and review/verification of the database environment and scheduled database jobs. Performed 24x7 support for production systems.
- Recommended, implemented procedures to ensure integrity, security, and privacy of the corporate database.
- Managed database security through user administration and granted correct roles and privileges.
- Created, maintained, and enforced corporate database standards, procedures, and documentation.
- Migrated several Oracle9i databases to Oracle database 10g.

Environment:

Client Server, Web Server, UNIX, Sun Solaris, Windows 2000, Oracle9i, Oracle 10g, Oracle Enterprise Manager, TOAD, Statspack, OEM 10g Control Grid, ADDM.

**Lockheed Martin Corporation
Database Architect**

(February 2006 - January 2007)

Responsibilities:

- Has provided Oracle database administration support for EPA.
- Created Materialized views in a Data Warehouse to enhance the performance of the production database.
- Responsible for maintaining, creating Materialized views in a Data Warehouse environment and troubleshooting any performance issues using Statspack and Oracle Enterprise Manager Tools.
- Refreshed the data warehouse using Perl and shell scripts, tuned SQL statements on IBM-AIX and HP-TRUE platforms, maintained space in Database and UNIX, and troubleshooted any database errors.

- Migrated several databases across platforms in UNIX as well as changing the database character set.
- Migrated a legacy database using Oracle Database 10g.
- Created tables, columns in support of Data Warehouse.
- Handled data load in the production database.

Environment:

Client Server, Web Server, IBM-AIX, HP-TRUE UNIX, Windows 2000, Oracle9i, Oracle Enterprise Manager, TOAD, Perl, Statspack, OEM Grid.

Lockheed Martin Corporation

(June 2004 - February 2006)

Senior Database Administration/Contractor

Responsibilities:

- Has provided Oracle database support for DISA. He maintained, configured, and tuned Oracle 10g databases.
- Backed up Oracle 9i databases using RMAN scripts and upgraded databases 10g release 1 to 10g release 2.
- Maintained, configured, and tuned Oracle 10g databases, resolving database integrity issues, resolving connectivity issues, and applying Oracle security patches on Sun Solaris and Windows 2003 platform.
- Backed up databases using RMAN scripts and upgraded databases from 10g release 1 to 10g release 2.
- Converted ASM file system to regular RAID 5 file system. Maintained and provided database tuning for Oracle7/8i/9i/10g databases.
- The range of database support also included installation of Oracle9i in Sun Solaris platform, Windows 2003, supporting a Data Warehouse, resolving database integrity, applying Oracle security patches, migrating databases from Oracle 7 to Oracle 9i, upgrading databases within 9i releases, writing Unix shell scripts, writing PL/SQL procedures, optimizing SQL statements, and backing up Oracle9i databases using RMAN scripts.
- Helped configure and provide support to the centralized government database that supported 2000+ clients.

Environment:

Client Server, Web Server, Sun Solaris, Windows 2000, Windows 2003, Oracle7, Oracle8i, Oracle9i, Oracle 10g, Oracle Enterprise Manager, Toad, SQLAB, RMAN.

Keane Federal Systems

(October 2003 - June 2004)

Senior Database Administrator

Responsibilities:

- Has provided Oracle Apps database support for Pension Benefit Guaranty Corporation.
- Provided 11i application database Administration for Pension Benefit Guaranty Corporation.
- Provided installation and cloning of 11i application, CRM, Oracle 8.1.7.4 databases, troubleshoot CRM application, JTF, and Apache server errors.
- Applied patches to the 11i application and Created database links to facilitate communication among databases. Used Toad and SQLAB tools to tune SQL statements.

Keane Federal Systems

(November 2000 - October 2003)

Senior Database Administrator

Responsibilities:

- Has provided a variety of Oracle database support for Department of Justice.
- Oversaw the DBA tasks and led a team of 5 Junior Oracle DBAs to complete their assignments.
- He performed Oracle database migration from Oracle 7 SCO Unix to Windows NT.
- Performed database tuning, troubleshooting database errors and provided on-going database support for more than 200 clients.
- Involved in migrating several Oracle v7 databases in a SCO Unix platform to Oracle8i in a Windows NT platform.
- Supported a Data Warehouse and performed monitoring and tuning many mission-critical EOUSA databases built in NT and Unix platforms in order to optimize database processes and performance. Tuning involved improve the database performance by configuring and adjusting database parameters, create primary/ foreign keys, analyze schemas, partition tables, resize an application indexes
- Provided database administration support and technical guidance related to the design, implementation, operation and maintenance and enhancement of the Oracle8i RDBMS to the System Managers (SMs) at all 94 United States Attorney's Offices (USA) districts nationwide (consisting of over 200 locations including branch offices) consisting of browser based and client server applications with multiple servers and well over 200 clients and 200 servers.

Environment:

Client Server, Web Server, SCO UNIX, Sun Solaris, Windows NT, Windows 2000, Oracle8i, Oracle9i, Oracle Enterprise Manager.

KPMG Consulting**(June 1999 - October 2000)****Senior Consultant/Database Administrator****Responsibilities:**

- Has provided a technical lead database support for Sprint, Telecom Company. He also provided a variety of database support including migrating of MS Access databases to Oracle 8i using Oracle Migration Workbench utility. Designed and implemented security code and features at the database level.
- Migrated several MS Access databases to Oracle8i using Oracle Migration Workbench utility.
- Provided technical training for the application to applicable clients at various levels, from end users to hardware/software administrators.
- Configured the Oracle databases parameters and resolved configuration and database server integration problems. Created and tuned several Oracle8i databases.
- Provided technical training for hardware and software systems directly related to the database.
- Installed the Oracle 8.0.5 RDBMS binaries and created databases on both NT and Sun Solaris servers.
- Developed several PL/SQL procedures and database triggers that automatically generated email notifications to all MS Project plan owners.

Oracle Corporation**(November 1998 - April 1999)****Senior Consultant/Database Administrator****Responsibilities:**

- Has provided Oracle database support for Federal Emergency Monitoring Agency. Performed SQL and database performance tuning. Provided DBA operational support and developed Tuning Subsystems for Federal Emergency Monitoring Agency (FEMA).
- Tuned SQL queries to minimize response time (i.e. CPU time usage, and number of blocks used by the optimizer to retrieve rows from memory).
- Used Performance Tuning Pack to capture the n top sessions that degraded performance. Changed the optimizer mode to choose the optimum path for queries.

ORKAND

(July 1997 - November 1998)

Database Administrator

Responsibilities:

- Provided 24 x 7 Oracle database support for State Department. He setup replication of databases, performed performance tuning, maintained tablespaces and indexes at optimum level.
- Prepared and maintained work plans, schedules, and technical approach for replication of databases for the State Department. Provided 24x7 configuration and database server integration support to US Embassies and Consulates worldwide (approximately 100 servers and 200+ users).

CACI, Inc.

(November 1996 - June 1997)

Database Administrator

Responsibilities:

- Provided Oracle Database Administration for Department of Education.

Computer Sciences Corporation (May 1995 - November 1996)

Developer/Database Administrator

Responsibilities:

- Responsibilities involved working with the online operations staff to analyze potential problems with the software, recommend and implement the solutions within the software.
- Functions performed included updating forms, performing data manipulation functions, data definition language, creating database instances, developing and updating scripts for referential integrity constraints, and other integrity constraints.

Required Certification:



Microsoft Support Technician

Eugene P. Leonard, Jr.
HybridStudios@protonmail.com | Phone: 225-776-5154

Relevant Experience

Accomplished, senior-level Infrastructure | Systems Engineer | Administrator with proven success in managing multiple projects. Trained in LEAN / Agile and ITIL 4 methodologies. Recognized capabilities in providing workable strategies, cutting IT maintenance costs and improved effectiveness of current technologies in place. Technically savvy. Results-oriented with the ability to co-ordinate teams and projects simultaneously, coupled with the ability to educate staff of all levels.

Soft Skills

- Attention to Detail - Is thorough when performing work and conscientious about details.
- Customer Service - Works with clients and customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.
- Communication - (both written and oral) Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.
- Problem Solving - root cause analysis; determines accuracy and relevance of information; uses sound judgment to research, generate, and evaluate alternatives, and to make recommendations.

Certifications

- CompTIA Network+ (2018)
- Microsoft Certified System Expert - Server 2012r2 (Server Infrastructure) (2017)
- CompTIA Security + (2017)
- Microsoft Certified System Administrator - Server 2012r2 (Server Infrastructure) (2015)
- Microsoft Specialist Server Virtualization with Hyper-V and System Center 2012r2 suite (2015)
- Microsoft Certified Professional (MCP), Windows XP Professional | Server 2003 (2006)
- Certified Network Systems Technician (CNST) (2006)
- Dell Certified System Expert (DCSE) (2005)
- CompTIA A+ Certification (2001)

Experience

As Compunnel's employee Eugene P. Leonard, Jr. has worked on the below Projects:

VLink for CGI for Royal Dutch Shell, New Orleans, LA (March 2023 - June 2023)
CS-IT Specialist

Responsibilities:

- Support IT for Gulf of Mexico drilling operations
- Install, configure, test, and maintain application software and management tools in windows servers.
- System builds and hardening | Anti-Virus remediation and security
- Worked with different sites for test and migration of windows servers, objects, resolving their issues.

- supported installation and registration of Swann IP camera systems and configuration of management console software
- Install, configure new Windows Server 2019 domain controllers, demote, and decommission old version, Windows 2012/2016 servers both physical and VM in vCenter 6.7/7.x environment.

Wipro for Levi Strauss & Co (April 2021 - November 2022)
Senior Systems Administrator - Server Operations lead

Responsibilities:

- Oversee a 24/7 global Wintel server operations team
- provide L3 support for corporate operations and a multi-national brick and mortar retail operation, including online sales and global distribution centers
- Monitors server storage capacity, threshold, performance. both on-premises and in the cloud.
- Worked with different sites for test and migration of windows servers, objects, resolving their issues.
- Install, configure, test, and maintain application software and management tools in windows servers.

Apex Systems for Renasant Bank (November 2020 – February 2021)
Security Engineer

Responsibilities:

- Enterprise email administration using Outlook, OKTA, and MIMECAST
- Service Now / Varonis / QRadar / CarbonBlack / SpyCloud

Wipro for Change Healthcare - AirPark Data center (January 2020 - May 2020)
Senior Systems Administrator

Responsibilities:

- DA-Windows-Ops team -provided L3 server administration / technical support across 46 domains
- Consulted on cluster performance issues AD domain reorganization / collapse
- Onsite hands for 'Flexera' hardware/software asset management tool
- Install, configure, test, and maintain application software and management tools in windows servers.
- Active Directory SME, -schema design, add/remove users, OU's, GPO
- Participated in 'Managed services' transition in a multi-domain enterprise
- Assisted managers / end-users navigate shared-resources across a far-flung, multi-site operation
- VMware VSphere v5.5-6.0-6.5 (VM buildout – (test, dev and prod web / SQL clusters).
- Worked with different sites for test and migration of windows servers, objects, resolving their issues.

KRG for HCL for Entergy Corporate (March 2019 - December 2019)
Senior Systems Administrator

Responsibilities:

- Provided L3 hardware support to nuclear and conventional power plants throughout the United States

- VMware VSphere v5 & v5.5 (server builds, decommissions, application migration)
- Active Directory (schema design, add/remove users, OU's, GPO)
- Microsoft server refresh (physical server upgrades)
- Install, configure, test, and maintain application software and management tools in windows servers.

**Dole Fresh Fruit North America (DFFNA)
Systems / Infrastructure Engineer**

(April 2016 - November 2018)

Responsibilities:

- Domain administration: configured and deployed DELL laptops, desktops, and servers, administered System Center 2012r2 for southern USA (Operations Manager, Configuration Manager, Endpoint Protection Manager, Virtual Machine Manager, Data Protection Manager, Orchestrator, App Controller, Service Manager, and Advisor)
- Patch management for servers, laptops, desktops, SQL and Oracle databases
- SQL / Oracle Database backup, recovery/restore installed and configured Cisco wired and wireless networking components
- Provided hardware and application support, in person and via phone, for several proprietary container/cargo tracking application suites
- Windows 10 / Sever 2012r2 migration (approximately 30 servers, 150 laptops / desktops)
- Supported users of various proprietary applications published on Xenserver using Citrix management console, the users were using Citrix Web client and Xendesktop, also Citrix receiver on Apple tablets / Management of Print Servers and Active Directory

**St. Tammany Parish School Board
Information Technology Systems Administrator / Engineer**

(March 2007 – August 2015)

Responsibilities:

- DELL & HP Server installation, administration, and datacenter support for 350+ physical servers
- Application support for Human Resources/ Financial Software (MUNIS, Tyler Industries)
- Installed and configured infrastructure networking components
- 2nd and 3rd tier help desk support for 16000+ users, administered System Center 2012r2 for endpoint remediation (Operations Manager, Configuration Manager, Endpoint Protection Manager, Virtual Machine Manager, Data Protection Manager, Orchestrator, App Controller, Service Manager, and Advisor)
- Installed and configured / managed Cisco wired and wireless networking components
- Installed and configured Citrix Metaframe, (75 node server cluster/farm) Citrix XenApp, XenServer, NetScaler, Citrix Receiver for Apple iPads and laptops, supported users on same
- Assistant security coordinator for Special Education SER/TAS system
- Console and remote server support (Server 2003 (all sp's) / 2008 + R2 / 2012 + R2)
- New server configuration and implementation (Server 2003 (all sp's) / 2008 + R2 / 2012 + R2)
- Patch management for servers, laptops, desktops, SQL and Oracle databases
- SQL / Oracle Database backup, recovery/restore
- Research for purchasing of technology hardware/software
- Participated (1 of 4 admins) in a forest-wide, Active Directory consolidation / collapse, truncating data using a combination of ADMT (Active Directory Migration tool) and PowerShell, to create an AD model that more closely mirrored MS best practices

**Triton Systems - Long Beach
IT / Deskside Support Specialist/Backup Operator**

(Oct 2005 – Dec 2006)

Responsibilities:

- Supplied desktop support and application support, disaster recovery following Hurricane Katrina, in an enterprise environment for 250+ users
- Reduced IT costs by implementing new technology and maintenance strategies
- Implemented system optimization involving audit, repair/streamline system registry and rebuild of Master Boot record
- rudimentary troubleshooting of Windows-based ATM systems via phone support

**GETRONICS - Baton Rouge
Field Infrastructure Technician**

(2004 - 2005)

Responsibilities:

- Performed retail technical PC troubleshooting and support for multiple clients such as Target, Winn-Dixie, Wal-Mart, Home Depot at numerous locations across southeast Louisiana
- Troubleshooting, repair, and maintenance of, Point-of-Sale systems, back office, servers, switches, network printers, CRT, LCD, cabling, TCP/IP
- Educating users on functionality of system, supporting proprietary company software.
- Desktop support for CitiFinancial, Shell Oil, All State Insurance and State Farm Insurance
- Hardware support for IBM, Dell, NCR, and Magellan.
- Installation and registration of IP camera systems

Required Certification:



MISTER EUGENE PATRICK LEONARD JR

Has successfully completed the requirements to be recognized as a Microsoft® Certified Solutions Expert: Cloud Platform and Infrastructure.

Date of achievement: July 20, 2017
Certification number: G224-4406



Satya Nadella
Chief Executive Officer

**Microsoft
CERTIFIED**
Solutions Expert

Part No. X18-83687

Programmer/Analyst

Jason Ross Diner JRDmail@gmail.com Phone: 239-633-4216	
Relevant Experience	
<p>Highly skilled and innovative Application Developer with 15+ years of experience in designing, developing, and deploying cutting-edge software solutions. Proficient in multiple programming languages, frameworks, and development methodologies. Adept at collaborating with cross-functional teams to translate business requirements into robust applications. Proven track record of delivering high-quality code on time and exceeding client expectations. Committed to staying updated with industry trends and emerging technologies to consistently deliver forward-thinking and user-centric applications.</p>	
Technical Skills	
<ul style="list-style-type: none"> • Hardware/Drivers/Software Setup • Network Maintenance/Management/Administration • Technical Troubleshooting Linux/Windows/Apple Servers • Graphic Design Creating/Editing/Designing High Quality Web Graphics • SEO Search Engine Optimization, Link Exchanges, Resource & Partner Building • E-Commerce Online Sales, Shopping Carts, Virtual Stores • Support Browser Compatibility • Development of Apple iPhone/iPad mobile device compatible programs 	
Education & Certifications	
<ul style="list-style-type: none"> • Bachelor of Science in Public Administration, Aug. 2006 • Minor in Political Science • University of Central Florida, Orlando • CompTIA Security+ SY0-601 Certified October 2021 	
Experience	
<p>As Compunnel's employee Jason Ross Diner has worked on the below Projects:</p>	
Procter & Gamble - Cincinnati, Ohio (Remote) Application developer/ programming analyst	January 2023 – April 2023
<p>Responsibilities:</p> <ul style="list-style-type: none"> • Full Stack Web Applications Design & Development for P&G Growth Works innovation team supporting a variety of P&G brands. • Provide Front-end solutions in HTML5, PHP, CSS3, JavaScript, jQuery, & ReactJS • Requirement Analysis, Creation, & Editing with Microsoft Office, Word, Figma, Excel & Visual Studio • DTC storefront development includes new application builds and optimization. • Collaboration with lead generation efforts to create bespoke experiences for forms of traffic and consumer personalization. • Analyzation of campaign performance data to drive continuous improvement and hypothesis-led testing of new concepts. • Implement and manage BigCommerce e-commerce systems including web publishing, content management, plugins, integrations, GTM Google Tag Manager, Digital Analytics, Tag Management, APIs, and services in support of store and business needs. 	
Deloitte - Chicago, IL (Remote) Sr Full Stack Web Designer/Web Applications Developer	August 2021 – July 2022

Responsibilities:

- Front-end UI/UX Web Design & Development for GoArmy.com & WAEPa.org
- Provided Full stack solutions in HTML5, PHP, CSS3, JavaScript, jQuery, Angular, React, Typescript, Figma
- Web Components design, Requirement Analysis, Creation, & Editing with Microsoft Visual Studio
- Developed reporting services like SQL Server Reporting Services (SSRS).
- Created business requirements documents that engineering PMs can use in the creation of specs for features in Adobe Experience Management (AEM)
- Translated business asks for detailed criteria for engineering and implementation.
- Daily Scrum calls and stand-up meetings with active sprints
- Digital Analytics, GTM Google Tag Manager, Tag Management, Bug Testing, Bug Reporting, Azure Devops Administration & Documentation, SharePoint
- Build/Code fully scalable and responsive UI framework across Web / CMS SaaS / eCommerce sites and systems while simultaneously supporting UX strategy and process definition within DevOps / Agile-SCRUM / Waterfall environments.

Microsoft - Redmond, WA (Remote)
Sr UI/UX Front End Web Developer

November 2020 – Feb 2022

Responsibilities:

- Front-end UI/UX Web Design & Development for Microsoft developer tools & Microsoft.com E-commerce website including Microsoft 365, Office, Windows, Surface, & Xbox
- Provided Front-end solutions in HTML5, PHP, CSS3, JavaScript, jQuery, Angular, ReactJS, Figma
- Requirement Analysis, Creation, & Editing with Microsoft Word & Excel
- Created business requirements documents that engineering PMs can use in the creation of specs for features in Adobe Experience Management (AEM)
- Translated business asks into detailed criteria for engineering PMs and Devs to implement.
- Daily Scrum calls and stand up meetings with active sprints
- Digital Analytics, Adobe Analytics, Bug Testing, Bug Reporting, Azure Devops Administration & Documentation, SharePoint.

Billion Dollar Design - Orlando, FL
Sr Full Stack Web Designer & Developer

January 2015 – July 2020

Responsibilities:

- Full-Stack Web Design, Development, graphic art design, server management, digital optimization
- Provided Full Stack solutions in HTML5, PHP, CSS3, JavaScript, jQuery
- Front-End Development, Bootstrap, Responsive Design
- Symfony, Zend, Laravel, Cakephp, WordPress, Drupal Frameworks
- E-commerce Solutions, Custom API Programming/Development, Tag Management
- Custom app development with Mongo DB, Express, Angular, Node (MEAN), & ReactJS
- Digital Marketing, SEO, Digital Analytics, Google Ad words, GTM Google Tag Manager, Tealium
- Adobe Creative Adobe Experience Manager (AEM), Target, DTM, Analytics, Photoshop, Dreamweaver, XD
- AWS LAMP/LAMP/MAMP/WAMP/XAMPP Windows/RedHat Linux Server Management.

**Clean N Dry - Restoration & Cleaning - Orlando, FL
Sr Full Stack Web Designer & Developer**

March 2019 - October 2019

Responsibilities:

- Full-Stack Web Design, Development, Programming, Digital Optimization
- Provided Full Stack solutions in HTML5, CSS3, PHP, MYSQL, SSRS, JavaScript, jQuery.
- UX/UI Menu System, Custom API Programming/Development, Salesforce, Tag Management, Google Maps
- Custom JavaScript PHP Web Application Programming, Digital Analytics, GTM Google Tag Manager
- Adobe Creative & Google - Campaign, Target, DTM, Photoshop, Dreamweaver, XD
- Google Local Services & Amazon Local Services Setup & Administration

**Alarie Design - Orlando, FL
Sr Full Stack Web Designer & Developer**

December 2018 - January 2019

Responsibilities:

- Full-Stack Web Design, Development, Programming, Digital Optimization
- Provided Full Stack solutions in HTML5, CSS3, PHP, MYSQL, JavaScript, jQuery
- UX/UI Menu System, Custom API Programming/Development, Tag Management, Google Maps
- Custom JavaScript PHP Web Application Programming
- Adobe Creative - Campaign, Target, DTM, Photoshop, Dreamweaver, Digital Analytics, Tealium

**Darden Restaurants Corporate HQ - Orlando, FL
Sr Full Stack Web Designer & Developer**

October 2018 - November 2018

Responsibilities:

- Full-Stack Web Design, Development, Programming, Digital Optimization
- Provided Full Stack solutions in HTML5, CSS3, PHP, MYSQL, SSRS, JavaScript, jQuery
- UX/UI Menu System, Custom API Programming/Development, Google Maps
- Symfony & WordPress Frameworks
- Adobe Creative Suite, Photoshop, Dreamweaver
- Digital Analytics, GTM Google Tag Manager, Tag Management

**Continental Window Fashions – Orlando, FL
Sr Full Stack Web Designer & Developer**

August 2013 - August 2014

Responsibilities:

- Created/Developed/Designed websites, banners, and graphic designs.
- Full Website Upgrade/Overhaul from Flash to HTML5/CSS3
- Search Engine Optimization, Keyword Analyzation, Digital Analytics, GTM Google Tag Manager, Tag Management
- jQuery & jQuery Mobile/Sencha Touch Library added for seamless transitions.
- E-commerce, Magento, Shopify, Adobe, Ruby on Rails, PHP
- Symfony, Zend, Laravel, Cakephp, WordPress Frameworks
- Online marketing via newsletter e-mails & provided live web chat customer service.
- Adobe Creative Suite Campaign, Target, DTM, Photoshop, Dreamweaver, Illustrator, Analytics
- AWS LAMP/LAMP/MAMP/WAMP/XAMPP Windows/RedHat Linux Server Management

**The Pendas Law Firm - Orlando, FL
Sr Full Stack Web Designer & Developer**

September 2011 - August 2013

Responsibilities:

- Created/Developed/Designed websites, banners, and graphic designs.
- Full Website Upgrade/Overhaul from Flash to HTML5/CSS3
- Graphic Design & Banner Development for Web and Physical Ads
- Search Engine Optimization and Keyword Analyzation, Digital Analytics, GTM Google Tag Manager
- jQuery & jQuery Mobile/Sencha Touch Library added for seamless transitions.
- E-commerce, Magento, Shopify, Adobe, PHP Open-Source Programming
- iPhone/Android Web Application Development
- Adobe Creative & Google - Adobe Target, DTM, Photoshop, Dreamweaver, Illustrator, Analytics

**Echo Interaction Group & Buy Local Orlando
Sr Full Stack Web Designer & Developer**

September 2011 - October 2011

Responsibilities:

- Freelance Web Programming & Development
- Create HTML/PHP code for custom module to include Advanced Web Forms
- Create MYSQL Database(s) for use with Joomla and New Modules
- HTML/CSS/PHP/MySQL/JavaScript/Joomla
- Symfony, Zend, Laravel, Cakephp, WordPress Frameworks

**Big Daddy's Signs & Out The Door Printing
Sr Full Stack Web Designer & Developer**

May 2010 - August 2011

Responsibilities:

- Created/Developed/Designed websites, banners, and graphic designs.
- Programmer for online product catalogs, advanced pricing calculation, order forms, quote forms.
- Fully integrated virtual shopping cart, user accounts, e-mail campaigns, maps, directions, and blogs
- Link Archiving, Google analytics, SEO, Tag Management
- Office network, e-mail accounts, phones, digital photos, scanning, faxing etc.
- HTML/CSS/PHP/MySQL/XML/Java/Flash/jQuery
- Windows Server/Exchange/VoIP/Cisco/RedHat Linux Server Management
- Adobe Creative Suite - Photoshop, Flash, Fireworks, Dreamweaver, Illustrator, After Effects
- Apple iPhone/iPad mobile device friendly content using Java, JavaScript, & jQuery

**Baterbys Art Auction Gallery
Sr Full Stack Web Designer & Developer**

Mar 2009 - May 2010

Responsibilities:

- Created/Developed/Designed websites, banners, and graphic designs.
- HTML/PHP Full website upgrade, auction sign ups, virtual catalogs, mailing lists, detailed maps/directions, branding, press, references, awards.
- E-commerce, Magento, Shopify, Adobe, PHP Open-Source Programming
- 3D virtual galleries, banners, blogs, flash animations, and past auction/event galleries

- Fully functional online store, fully integrated shopping cart (PHP/MySQL/Java), 256bit encrypted secure server upgrade, and more...
- Link Archiving, Digital Analytics, Google analytics, SEO management
- Management of office network, e-mail accounts, phones, digital photos, scanning, faxing etc.
- HTML/CSS/PHP/MySQL/XML/Java/Flash/jQuery/ActionScript/WindowsServer/Exchange/VoIP/Cisco/Linux
- Adobe Creative Suite - Photoshop, Flash, Fireworks, Dreamweaver, Illustrator, After Effects
- Apple iPhone/iPad mobile device friendly content using Java, JavaScript, & jQuery

**One Fat Frog Restaurant Equipment
Sr Full Stack Web Designer & Developer**

Aug 2008 - Jan 2009

Responsibilities:

- Created/Developed/Designed websites, banners, and graphic designs.
- HTML/PHP Online product catalogs, detailed maps, directions, and blogs
- Fully integrated virtual shopping cart, user accounts, e-mail campaigns, more...
- Banner Ads, Link Archiving, Digital Analytics, Google analytics, SEO management
- Office network, e-mail accounts, phones, digital photos, scanning, faxing etc.
- HTML/CSS/PHP/MySQL/XML/Java/Flash/jQuery/ActionScript/
- Windows Server/Exchange/VoIP/Cisco/Linux
- Adobe Creative Suite - Photoshop, Flash, Fireworks, Dreamweaver, Illustrator

**Florida Shell & Fill Company – Arcadia, FL Jan 2000 - Dec 2007
Sr Full Stack Web Designer & Developer**

Responsibilities:

- Created/Developed/Designed websites, banners, and graphic designs.
- Shopping cart and secure server as well as estimate calculators for upcoming jobs.
- Virtual management and monitoring of systems and networks.

Law Offices of Charles B. Roberts & Associates

May 2005 - Aug 2005

Responsibilities:

- Created/Developed/Designed websites, and graphic designs.
- Maintained website and computer network (including the daily backups/maintenance/virus protection/updates.)HTML/CSS/PHP/MySQL/XML/Java/Windows Server
- Attended weekly court hearings and worked on medical malpractice, bankruptcy, litigation, and accident-related cases.

Law Offices of Louis Amato, P.A. – Naples, FL

May 2003 - Aug 2003

Responsibilities:

- Processed and filed databases with Amicus Attorney software.
- Managed client appointments and calls
- Configured Cisco computer network for office.
- HTML/CSS/PHP/XML/Java

Law Offices of Dan Cytryn P.A. – Coral Springs, FL

July 1999 - Jan 2000

Responsibilities:

- Created and managed the client database on the network.
- HTML/CSS/PHP/MySQL/XML/Java

City Hall of Coral Springs, Florida – Coral Springs, FL

May 1998 - Aug 1999

Responsibilities:

- Hired by City Hall as Senior Programmer/Web Developer
- Created graphic designs, online promotion for events aimed at the city's youth.
- Created/Developed/Designed landing pages, forms, database management, IT services.

PC/Help Desk Technician

Michael Aliu-Otokiti, Jr. maliuotokiti@gmail.com Phone: 954-560-2684	
Relevant Experience	
As a technical professional provided white glove customer service to end users. With a vast pool of knowledge, I implement cutting edge solutions and drive customer satisfaction.	
Soft Skills	
<ul style="list-style-type: none"> • Service Now: Jira: KACE: Teams: Intuit: Azure: AWS • M365, Windows 10, iPhone, Android, Mobile Device Management. • Supporting Remote Environments: Tableau, Excel, IBM SPSS 	
Education & Certifications	
<ul style="list-style-type: none"> • Grand Canyon University — Business Analytics • CompTIA IT Fundamentals • A+, Network + • Security + • CCNA 	
Experience	
As Compunnel's employee Michael Aliu-Otokiti, Jr. has worked on the below Projects:	
Massachusetts Medical Society, Waltham Desktop Support Engineer	(2022 - Present)
Responsibilities: <ul style="list-style-type: none"> • Desktop Support ranging from Windows to Mac operating systems. • O365 Administration in E3 and E5 Licenses. • Custom software and hardware installed for users for new hire setups and computer re-imaging. • Microsoft Teams Troubleshooting for remote users. • Reinstalled MS Teams on devices. 	
Haley & Aldrich, Burlington, MA Help Desk Tier III	(2020 - 2022)
Responsibilities: <ul style="list-style-type: none"> • Dell Computers Imaged for new hires. Software/Hardware Installation on new user machines and loaner laptops. • Desk setup for in office new hires as well. Microsoft Office Administration for E3 Licenses on new hire Office 365 profiles. • KACE Ticketing System used to catalog and fulfill IT services. 	
Commonwealth Financial Network, Waltham, MA Help Desk Tier II	(2019 - 2020)
Responsibilities: <ul style="list-style-type: none"> • Virus removal conducted on client computers. Microsoft Teams/Sharepoint Calendars tickets worked on and closed in bulk. Firewall Configuration for FortiClient VPN setup on client computers such as on Linux and Android. Active Directory OU Configuration completed on new users setups & tickets. 	


HALEY & ALDRICH, BURLINGTON, MA
Help Desk Tier I

(2019 - 2020)

Responsibilities:

- Dell Computers Imaged for new hires.
- Software/Hardware Installation on new user machines and loaner laptops. Desk setup for in office new hires as well.
- Microsoft Office Administration for E3 Licenses on new hire Office 365 profiles. KACE Ticketing System used to catalog and fulfill IT services.


Required Certification:




Michael Erharuyi Aliu-Otokiti

has successfully completed the requirements to be recognized as


CompTIA
Secure Infrastructure Specialist



CompTIA designations recognize achievement of multiple CompTIA certifications within an IT career-focused pathway.



COMP001021234649
CANDIDATE ID
November 23, 2020
CERTIFICATION DATE



TODD THIBODEAUX, PRESIDENT & CEO

Project Manager

Jide Akintokun akintokun7@gmail.com Phone: 404 5121789	
Relevant Experience	
<p>PMP certified IT Professional with over ten years' experience in facilitating, presenting, managing, and delivering IT solutions for various Industries. I am a result-driven Project manager that works well in identifying and escalating issues, removing impediments and blockers, and creating solutions and work-around for IT projects.</p> <p>I am a great communicator with an excellent and clear value proposition. His pragmatic strategies, insights and approach have resulted in cost savings as well as revenue growth for his projects and organizations.</p>	
Technical Skills	
<ul style="list-style-type: none"> Development Methodologies: Agile, Waterfall, Project Management, Process documentation, Negotiation skill Utilities – Microsoft Office (Word, Excel, PowerPoint, Outlook), PowerShell, JBoss, Power BI, Perl scripting, Tableau, Batch, VBS Technology Methodologies – ISUP, SS7, XML, HTML. Cloud Providers: Amazon Web Services. Languages and Data Structures: HTML, CSS, XML, Databases and Data Stores: Microsoft SQL Server, MySQL, Oracle. Applications: Jira, SuccessFactors, Kronos, MS SharePoint Tools: Visio, Microsoft Office Suite, Skype, Microsoft Teams. 	
Education & Certifications	
<ul style="list-style-type: none"> BSC Electronics & Electrical Engineering Project Management Professional (PMP) AWS Certified Solutions Architect - Associate 	
Experience	
<p>As Compunnel's employee Jide Akintokun has worked on the below Projects:</p>	
Ericsson Project Manager	(Nov 2016 – Present)
Responsibilities: <ul style="list-style-type: none"> Desktop Managed a Centralized backup solution project using NetApp storage to provide a redundant data backup in addition to the standard tape backup solution. Worked on Tariff management application project to resolve subscribers call rejection on the MTN network and this reduced the number of rejections on all nodes from 4 million to 5000. Managed the implementation of capacity upgrade project by addition of 60 new higher capacity nodes to the MTN network which resulted in increase of the calls/sec handling capacity from 2500calls/sec to 3500 calls/sec which resulted in significant OPEX and CAPEX reduction. Oversaw the Implementation of a software upgrade project of more than 100 nodes which was delivered on time and on budget. Led the implementation of Disaster recovery project for MTN network by creating replication of data between the passive and standby nodes in a different geographical region. Achieved the project goals with respect to scope, functionality, time and budget. 	

- Scheduled, received deliverable, process deliverable, and report on a weekly basis.
- Liaised with upper management to determine suitable strategies and objectives.
- Ensured Project Risks is properly analyzed and documented.
- Kept Issue logs to highlight project issues for Lesson learned.
- Managed warranty and Service Level Agreement by ensuring that all services are delivered according to contractual commitments and are within the contractual scope.
- Monitored the financial performance of delivered services to ensure that intended cost level is maintained.
- Ensured agreed processes and work instructions are implemented and used by the customer and Ericsson.
- Minimized Customer technical faults by 30 percent by ensuring proactive checklist was performed on critical nodes.
- Customer Support Profitability margin increased by more 20 percent for the last three years.
- Reduced support costs by reducing the number of high and emergency tickets opened by customer.
- Facilitated change of tariff tree which resulted in cutting down subscriber calls rejection by 80 percent.
- Provide root cause whenever outage occurs on critical nodes to prevent future occurrence.
- Use of ITSM/ITIL management skills in business operation: escalation management, incident management, release management, problem management.
- Provide information on Software lifecycle, software security.
- Identify new business opportunities and help transform these into concrete proposals.

**Quantum Atlantic Technologies
Project Manager**

(Jan 2015 - Nov 2016)

Responsibilities:

- Manage multiple POC (Proof of Concept) projects for an incubation team.
- Assisted in setting stakeholder expectations, relate team's priorities, commitments and scope planning during early stages of projects while ensuring that product owners, marketing team and quality assurance team are all in alignment to ensure smooth running and on-budget delivery of project milestones.
- Maintain excellent knowledge of customer (business, network, requirements, future state, etc.)
- Perform regular updates of the customer network information (Ibase, diagrams, contacts, etc.)
- Hold regular customer technical meetings, documented minutes and distribute to All parties.

**Ericsson
Project Coordinator**

(Jun 2011 - Dec 2014)

Responsibilities:

- Technical lead for the addition of new prepaid nodes to MTN telecom Network.
- Designed and dimension of Intelligent Network nodes to meet subscriber growth and traffic forecast.
- Managed software upgrade of billing nodes for AIRTEL telecom.
- Managed a team of five engineers for Network Rollout of new billing nodes.
- Performed Impact Analysis on all changes to the Billing System, VAS & Mediation environment.

**Ericsson
Solution Analyst**

(Jan 2011 - Jun 2011)

Responsibilities:

- Technical Lead for the Operation and Maintenance of the business support system nodes for Econet Wireless.
- Generated reports from the billing nodes. Carried out preventative and corrective maintenance for the prepaid nodes.
- Developed and implemented training programs to transfer knowledge to local staff.

**Ericsson
Solution Integrator**

(Aug 2010 - Jan 2011)

Responsibilities:

- Competently drove business with the customer by finding new convergence opportunities based on expanding existing solutions as well as creating new ones.
- Planned and coordinated work activities such as upgrades, correction installation.
- Expertly installed, integrated, and upgraded the base support system nodes. Supported solution architects in customer requirement gathering and analysis.
- Outstandingly contributed to Bharti (Airtel) India Upgrade Projects. Software loading, configuration, integration, verification, and advanced troubleshooting of existing solutions on a customer site.

Certification:



References

Proposers must provide a minimum of three (3) references (governmental and/or private) for whom equal or larger scope of services are either currently being provided or have been provided in the recent past two years. Contact person(s) addresses and telephone numbers for each reference shall be included.

Reference 1	
Client	Pepsi Co.
Contact Person	Victoria Lehman
Address	2309 Milwaukee Way, Tacoma, WA- 98424
Phone	(214) 789-7985
E-mail	Victoria.Lehman.Contractor@pepsico.com
Duration	2017 - Ongoing
Value	\$ 6.5 Million
Description/Scope	<p>Compunnel, Inc. has been providing qualified consultants to Pepsi Co. on an as-needed basis to fill their IT requirements. We have placed more than 2300 consultants so far on this contract which include positions such as Server Technician, Network Administrators, Oracle Database Administrators, Microsoft Support Technicians, Programmers, Business Analysts, Help Desk Technicians.</p> <p>We have also placed our in-house employees on various project based staffing requirements of Pepsi Co. as well. These projects required personnel including but not limited to Data Center Support Engineers and Technicians, Network Architects, Database Support Specialists.</p>

Reference 2	
Client	Teachers Retirement System
Contact Person	Sherryl Nelson
Address	10 Corporate Woods Dr., Albany, NY - 12211
Phone	(212) 612-5426
E-mail	ANetram@TRS.NYC.NY.US
Duration	2015 - Ongoing
Value	\$ 3.5 Million
Description/Scope	<p>As a top supplier, Compunnel offers staffing services for TRS with complete client satisfaction, we have placed more than 100 consultants in the following labor categories that are relevant to the Jefferson Parish:</p> <p>Network Architects, Database Support Specialists, Azure Developers, Azure DevOps Engineers, Microsoft 365 Enterprise Administrators, Active Directory Administrator, Power BI Developers, Technology Specialist – Microsoft, Programmers, Business Analysts.</p>

Reference 3	
Client	Moody's
Contact Person	John Forrestal
Address	600 North Pearl Street, Suite 2165. Dallas, TX
Phone	(212) 553-4317
E-mail	John.forrestal@moodys.com
Duration	2018 - Ongoing
Value	\$ 1.5 Million
Description/Scope	<p>Compunnel has been providing skilled information technology staff augmentation on-demand services to Moody's. We provide technology deployment, systems administration, technical consultation as requested Moody's. Compunnel's service has helped Moody's extending its capability and capacity to respond to business needs and requirements, allowing them to adapt more quickly to changing demands and meet project deadlines.</p> <p>We have placed over 50 in-house consultants on various Moody's projects, some of them who are relevant to the Jefferson Parish are: .Net Developers, VOIP Engineers, Cybersecurity Operations Engineer, Network Security Specialists, Security Architects, Penetration Testers, Cloud Security Specialists, Active Directory Administrators.</p>

Reference 4	
Client	Caz Creek
Contact Person	Andy Dinh
Address	14800 Landmark Blvd, Suite 400, Dallas, TX 75254.
Phone	(469) 579-8990
E-mail	adinh@cazcreek.com
Duration	2019 - Ongoing
Value	\$ 1.5 Million
Description/Scope	<p>Compunnel developed Synergy application which replaced many heterogeneous systems in use. Compunnel worked to modernize & re-engineer the Synergy application while improving app performance, scalability and adaptability using complete Microsoft stack with .Net Core, microservices, Angular, AWS Cloud.</p> <p>We developed re-architecture for CRM, and underwriting modules of Synergy application. Our solution included optimization with AWS PaaS services and inclined processes with TDD approach Build the OWASP compliant secured environment for current and future development.</p>

Project Support

The Parish may require assistance from the contractor for traditional projects, including application upgrades/integrations, Microsoft Office 365 development related to SharePoint, Teams, Power Platform, power automate, etc., telecommunications auditing, disaster recovery planning & testing, graphic design, IT training, project management, data analytics, and indoor & outdoor Wi-Fi projects.

The successful proposer will be expected to support the Parish with future non-traditional IT-related projects that support technology infrastructure, including electrical, copper & fiber wiring, directional drilling & boring, backup UPS devices, backup generators, data center HVAC & environmental controls. Any electrical, copper, or fiber jobs must be documented with the latest CAD software and provided to the Parish upon completion. Projects may be billed hourly or priced based on the SOW. The Parish maintains the right to use alternate contracts, such as Louisiana State Contracts/NASPO, or direct expenditures with other vendors not listed within this future agreement.

Compunnel will provide project support for the Parish by assisting with various traditional and non-traditional IT-related projects. This includes tasks such as application upgrades, Microsoft Office 365 development, telecommunications auditing, disaster recovery planning, graphic design, IT training, project management, data analytics, and indoor/outdoor Wi-Fi projects.

For non-traditional projects, Compunnel will support technology infrastructure, including electrical, copper, and fiber wiring, backup UPS devices, backup generators, and data center HVAC controls. All electrical, copper, or fiber jobs will be documented using CAD software and shared with the Parish upon completion. Project pricing can be based on hourly rates or the Statement of Work (SOW).

Required Training

Plans for necessary training, where applicable. Information demonstrating an affirmative statement shall be required that the proposer has reviewed the Scope of Work, understands the nature thereof and is willing and capable of providing the services thereof.

Compunnel recognizes the importance of how well-trained staff are the key to the success of any Project. Compunnel has reviewed the Scope of Work, we understand the nature thereof and we are willing and capable of providing the training services.

We emphasize on imparting training to employees leading to their personal growth and development, as well as the necessity of a highly skilled workforce to improve the success and efficiency of the projects to which they are assigned to:

Our training strategy is designed to familiarize new employees as well as existing staff to help them in adjusting to any work environment successfully. We offer a wide range of external/in-house technical training courses to our employees to help them keep abreast of the latest technologies. Our training strategy includes:

- ✓ **Management Training:** Compunnel will implement a comprehensive management training program of all primary and supporting staffing personnel servicing the Parish's Project.
- ✓ **General Training:** Compunnel will conduct employee training at the local servicing offices, as required, to prepare personnel for job duties for various Task Areas. A uniform orientation will be given to all Compunnel employees assigned to the Parish to ensure consistent hiring practices.
- ✓ **Onboarding Training:** We will provide onboarding training to the assigned employees to familiarize them with the Parish's policies, procedures, and work expectations.
- ✓ **Job-Specific Training:** Depending on the nature of the assignments, we will offer job-specific training to ensure that the employees have the necessary skills to perform their assigned tasks effectively.

Below we have highlighted a few of the Employee Training Methods we utilize to train our temporary employees.

- ✓ **Instructor-Led Training:** This is the traditional type of employee training that occurs in a classroom, with a teacher presenting the material. This can be a highly effective method of employee training, especially for complex topics. Instructors match the training level and style to the employees and directly answer the queries in the room.
- ✓ **LMS:** Our qualified instructors develop and upload the training materials including videos, tests, and courses to deliver employee training. Employees can do their training right in the palm of their hand with a smartphone or on their work machine. It's one of the easiest types of employee training to roll out to larger populations, especially for employees who are remote or have high-turnover rates.
- ✓ **Hands-On Training:** Hands-on training includes any experiential training that's focused on the individual needs of the employee. It is conducted directly on the job. Hands-on training can help employees fit perfectly into their upcoming or current role, while enhancing their current skills.

Innovative Concepts & Terms and Conditions

Proposer shall likewise include any information concerning any innovative concepts pursuant to this RFP and terms and conditions that the proposer desires consideration by the Parish.

Compunnel has added its Innovative Concepts in detail under our response to the Heading "E. Innovative Concepts".

Compunnel accepts all terms and conditions of the Jefferson Parish, we do not have any exceptions.

Compunnel's Response to Section - 1.4 Proposer Minimum Requirements

Proposers must have four or more years of verifiable paid experience supporting the various systems listed in Section 2.1. Certification requirements are also listed therein.

Compunnel has over 28 years of experience in providing IT Solutions and Staffing services, similar to the services required by the Parish. We have explained our experience and expertise in detail under sections "Prior Experience", "References", and "*D. Proposer Qualifications And Experience*".

The provider must have the ability to provide consistent on-site team members to provide supplemental staffing support.

Compunnel has considerable experience in providing consistent on-site team members to provide supplemental staffing support. We have included the resumes of our in-house team that we will deploy on this contract in this response.

Also, we have a database pool of 3 million candidates throughout USA in our Applicant Tracking System "StafflinePro", in case we have requirements that cannot be supported by our in-house team in the future, we can provide candidates of all kinds to the Parish.

We provide qualified candidates in 24 to 48 hours. Moreover, have explained our ability to provide supplemental staffing services under sections "Prior Experience", "References", and "*D. Proposer Qualifications And Experience*".

The provider shall provide a support escalation path contact list with phone numbers and email addresses of supervisors, directors, and CEOs.

Compunnel is dedicated to ensuring seamless issue resolution and effective communication for the Jefferson Parish project. Our support escalation path contact list will facilitate timely response and resolution of any challenges that may arise during the project engagement.

We are committed to maintaining transparency, efficiency, and customer satisfaction through our well-defined escalation process. Compunnel will provide a comprehensive support escalation path contact list that includes the following details:

Support Escalation Levels:

- Level 1: Account Manager
- Level 2: Program Manager
- Level 3: CEO

Contact Information:

Level 1

- ✓ Name: Nitisha Kainthola – Account Manager
- ✓ Phone: 609-606-9010

- ✓ Email: nitisha@compunnel.com

Level 2

- ✓ Name: Ashish Yadav – Program Manager
- ✓ Phone: 609-606-9010
- ✓ Email: govt@compunnel.com

Level 3

- ✓ Name: Rakesh Shah - CEO
- ✓ Phone: 609-606-9010
- ✓ Email: govt@compunnel.com

Providers shall assist, upon request, with acquiring all products and services as needed to meet the requirements of the Parish. The Parish will utilize State of Louisiana contracts for said purchases whenever possible. Any services or equipment provided by the contractor to the Parish must be registered to the Parish.

Compunnel will provide support in obtaining necessary products and services for the Parish as requested. We understand the Parish will prioritize utilizing State of Louisiana contracts for purchases. Also, any services or equipment provided by Compunnel will be registered to the Parish.

If the provider cannot provide any of the requested services listed herein or only wants to support selected services, it shall be clearly noted in the proposers' response Support tickets must be created for all requested work using Parish's IT ticketing system. Additionally, invoices will not be paid without a referenced ticket number.

Compunnel will provide technology services, and application support that will cover a wide spectrum, including Oracle, MS SQL, Network, Data Center, Microsoft, Third-party applications, cybersecurity, telecommunications, in-house applications, video, and access control.

Furthermore, Compunnel will fulfill the staffing needs of the Parish by supplying skilled professionals like Server Technicians, Network Administrators, Oracle Database Administrators, Microsoft Support Technicians, Programmer/Analysts, Project Managers, and Help Desk Technicians.

Compunnel will ensure that all requested work is logged through the Parish's IT ticketing system by creating support tickets. Moreover, we understand that invoices will require a referenced ticket number for payment processing.

The proposer may satisfy the minimum requirements with subcontractors.

Compunnel will not use any subcontractors for this effort as we meet all the minimum requirements.

References: Proposers must provide a minimum of three (3) references (governmental and/or private) for whom equal or larger scope of services are either currently being



provided or have been provided in the recent past two years. Contact person(s) addresses and telephone numbers for each reference shall be included.

Compunnel has provided the required references under the section "References" in our response.

D. PROPOSER QUALIFICATIONS AND EXPERIENCE

History and background of proposer, including but not limited to status with related services to government entities existing customer satisfaction, demonstrated volume of merchants, etc. (See Section 2.7.B for further details.)

Section 2.7.B:

Proposers shall provide a detailed statement of related services to government entities or private entities which identifies customer satisfaction, demonstrated volume of merchants, etc.

Founded in 1994, Compunnel, has been in IT Consulting and Staffing Services for **over 28 years** under all popular engagements (MSP-based, VMS-based, Preferred Supplier/ Tier-1, Vendor-On-Premises) to all size/ scale of corporations including Government and Fortune 500/1000 companies.

We have **offices in 26 states** across the USA. Compunnel is confident that it can fulfill the Parish's requirements on schedule and within budgets using our strong Project Management Experience, overseen by a PMP certified delivery head.

Compunnel has over **10,000 active employees** on various client projects. We support clients in all **50 states** and have grown to be a company that is trusted and seeks to provide a complex mix of workforce solutions. We have experience of managing more than **1000 different contracts** for various fortune public state, county, local and departments, across the US.

Compunnel will be providing the Parish a pool of candidates for the below is a list of technology systems, services, and applications in use, which Compunnel is qualified to support, maintain, and enhance:

- ✓ Oracle
- ✓ MS SQL
- ✓ Network
- ✓ Data Center/Systems
- ✓ Microsoft
- ✓ Third-party Applications
- ✓ In-house Applications
- ✓ Cybersecurity
- ✓ Telecommunications
- ✓ Video & Access Control

In addition to above technology systems, services, and applications, Compunnel will also provide our in-house professionals to meet the Staff Augmentation requirements of the Parish for the positions/skill sets mentioned below:

- ✓ Server Technician
- ✓ Network Administrator/Technician
- ✓ Oracle Database Administrator

- ✓ Microsoft Support Technician
- ✓ Programmer/Analyst
- ✓ PC/Help Desk Technician
- ✓ Project Manager

With our deep expertise in IT Staffing Services, we are esteemed to be recognized by our clients as true partners in human capital needs in various industries.

We have personnel available that are ready to be onboarded at any time and meet the Parish's requirements. Below table highlights our IT Solutions and Staffing public sector clients.

Compunnel Government Clients	
<ul style="list-style-type: none"> ✓ State of Louisiana ✓ Richardson Independent School District ✓ Oklahoma State University ✓ The State of Vermont ✓ Colorado State Purchasing and Contracts Office ✓ The Columbia Association (CA) ✓ Department of Human Resources City of Minneapolis ✓ The Minnesota Department of Human Services ✓ State of Massachusetts ✓ The Minnesota Department of Information Technologies Services ✓ Florida Department of Environmental Protection ✓ Texas - Department of Transportation ✓ NCDES - Division of Employment Security Commission ✓ NC Department of State Board of Elections ✓ Virginia - Department of Transportation ✓ Oregon Judicial Department ✓ Colorado Office of Information Technology (OIT) ✓ Michigan Department of Corrections MI 	<ul style="list-style-type: none"> ✓ Fort Bend Independent School District (FBISD) ✓ Louisiana Department of Education ✓ The TSS Office of State Procurement ✓ City of Colleges of Chicago ✓ Chicago Teachers Pension Fund (CTPF) ✓ Port of Long Beach Finance and Administration Bureau ✓ Maryland Health Benefit Exchange ✓ Kern Health Systems ✓ State of Florida - Department of Management Services ✓ State of Delaware ✓ The Colorado Department of Personnel and Administration ✓ The State of Minnesota ✓ NC Department of Health and Human Services ✓ SC Department of Health and Human Services ✓ City of Minneapolis ✓ SC Department of Revenue ✓ Michigan Competitive Scholarship ✓ Michigan Department of Transportation ✓ Utah Transit Authority Community Transit
Compunnel County Clients	
<ul style="list-style-type: none"> ✓ County of San Mateo ✓ Atkinson County ✓ The County of Orange ✓ Maricopa County 	<ul style="list-style-type: none"> ✓ Richmond County ✓ Essex County ✓ Los Angeles County ✓ The School Board of Broward County



✓ County of Santa Clara	✓ Jefferson County
✓ Broward County	✓ Hennepin County
✓ Mecklenburg County	✓ Camden County
✓ Palm Beach County	✓ Dakota County
✓ McHenry County	✓ Manatee County
✓ El Paso County	
Compunnel City Clients	
✓ City of Chicago	✓ City of San Diego
✓ City of New York	✓ Kansas City
✓ City of Phoenix	✓ City & County of San Francisco
✓ City of Baltimore	✓ City of Avondale
✓ City of Fort Worth	✓ City of Austin
✓ The City of Palm Bay	✓ Johnson City

We have provided ***in-house personnel for similar projects in the state of Louisiana*** over the years. Some of them are mentioned below with the professionals provided by Compunnel that are similar to the Parish's requirements:

Contract 1	
Customer Name & Location	State of Louisiana Louisiana, USA
Duration	2020 - Ongoing
Professionals Provided By Compunnel	<ul style="list-style-type: none">• Software Developer• Senior Software Architect• Systems Analyst• Application/Solutions Architect• Programmer Analyst• Full Stack Developer• Front-end Developer• Middleware Engineer• .NET Developer• Java Developer• DevOps Engineer• Mobile App Developer• Salesforce Developer• Oracle SQL Developer• Database Administrator• Database Developer• Data Architect / Data Modeler
Customer Satisfaction	100%

Contract 2	
Customer Name & Location	Louisiana Department of Education Louisiana, USA



Duration	2022 - Ongoing
Professionals Provided By Compunnel	<ul style="list-style-type: none">• Data Analyst• Data warehouse Analyst• Big Data Engineer• Business Intelligence Developer• Data Scientists• Azure Developers• Azure DevOps Engineers• Active Directory Administrator• Power BI Developers
Customer Satisfaction	• 100%

Contract 3	
Customer Name & Location	Pepsi Co. Louisiana, USA
Duration	2017 - Ongoing
Professionals Provided By Compunnel	<ul style="list-style-type: none">• Microsoft 365 Enterprise Administrators• Technology Specialist – Microsoft• Networking Engineer• Network Architect• Network Administrator/Technician• Network Security Engineer• Cyber Security Analyst• Security Engineer• Software Developer• Software Engineer• Application/Solutions Architect• Programmer Analyst• Full Stack Developer• Front-end Developer• Middleware Engineer• .NET Developer• Java Developer• DevOps Engineer• Mobile App Developer• Salesforce Developer• Oracle SQL Developer• Database Administrator
Customer Satisfaction	• 100%

Contract 4	
Customer Name & Location	The Coca-Cola Company Louisiana, USA
Duration	2017 - Ongoing
Professionals Provided By Compunnel	<ul style="list-style-type: none">• Technology Specialist – Microsoft• Networking Engineer

	<ul style="list-style-type: none"> • Network Architect • Network Administrator/Technician • Network Security Engineer • Cyber Security Analyst • Security Engineer • Security architect • Information Security Manager • Cryptographer • Incident Reporter • Data Recovery Specialist • Penetration Tester • Cyber Security Technician • Salesforce Developer • Oracle SQL Developer • Database Administrator • Database Developer • Data Architect / Data Modeler • Data Analyst • Data warehouse Analyst • Big Data Engineer • Business Intelligence Developer
Customer Satisfaction	• 100%

Proposer must provide a detailed description of customer service capabilities, including resumes of personnel assigned, total number of personnel and timeline of customer inquiries and complaints, as applicable.

Compunnel Customer Service Capabilities

- **Response Rate:** With the capability to cater to all skill demands; for different job titles, Compunnel responds to job requests within a period of 4 to 8 hours. Compunnel's average response rate has been 98% in the last three years.
- **Customer Retention:** Compunnel has retained 95% of its clients in more than 5 years.
- **Powerful Applicant Tracking System (ATS):** Compunnel has invested a lot of time, effort, and money in our own ATS tool StafflinePro, an industry leading ATS system specifically designed for staffing companies. Our powerful ATS currently comprises an ever-growing database of about three million resumes of highly qualified talent available in the United States. There is a resolute team of recruiting professionals whose sole task is to constantly keep adding to this database.
- **Staffing Capabilities:** Compunnel has *an in-house IT team* who are ready to be deployed on the Parish's project. Also, Compunnel has a highly capable recruiting team comprising over **180+ IT professionals** well equipped with all the latest sourcing, selection, and recruitment tools and technologies.

Our recruitment and staffing division are a combination of Recruiters, SMEs, Data Miners, Account Managers, Human Resources Executives, Trainers, and Support Employees. Our Recruitment and Staffing covers ***all major time zones and is available 24x7.***

- **Ability To Rapidly Provide Highly Qualified Personnel:** Compunnel actively supports over ***1000 commercial and government staffing contracts*** with a wide variety of skills and technologies that are like the job titles identified in this RFP.

There have been multiple instances in our current projects wherein a rapid response was expected, in less than 24 hours, for urgent staffing requisitions for distinct reasons. We have been successful in responding to such urgent requests from our clients.

- **Customer Communication:** Compunnel believes in active and effective customer communication. The Parish will have access to Compunnel 24x7 through chat, email, call, web, and in-person meetings.

Our Account Manager will remain in touch with the Parish assigned representative for any kind of communication regarding project performance and their queries will be entertained within the defined SLA.

- **Net Promoter Score:** Compunnel's ***Net Promoter Score is 79*** and we are highly recommended by our clients.
- **Financial Stability:** Compunnel is a financially stable and growing company. In the year 2022, we were financially evaluated at ***\$563 Million.***
- **Assignment Completion Rate:** Over the years our average assignment completion rate for temporary workers has been ***98%*** that highlights the candidate's enhanced engagement with the assigned project, client and Compunnel.

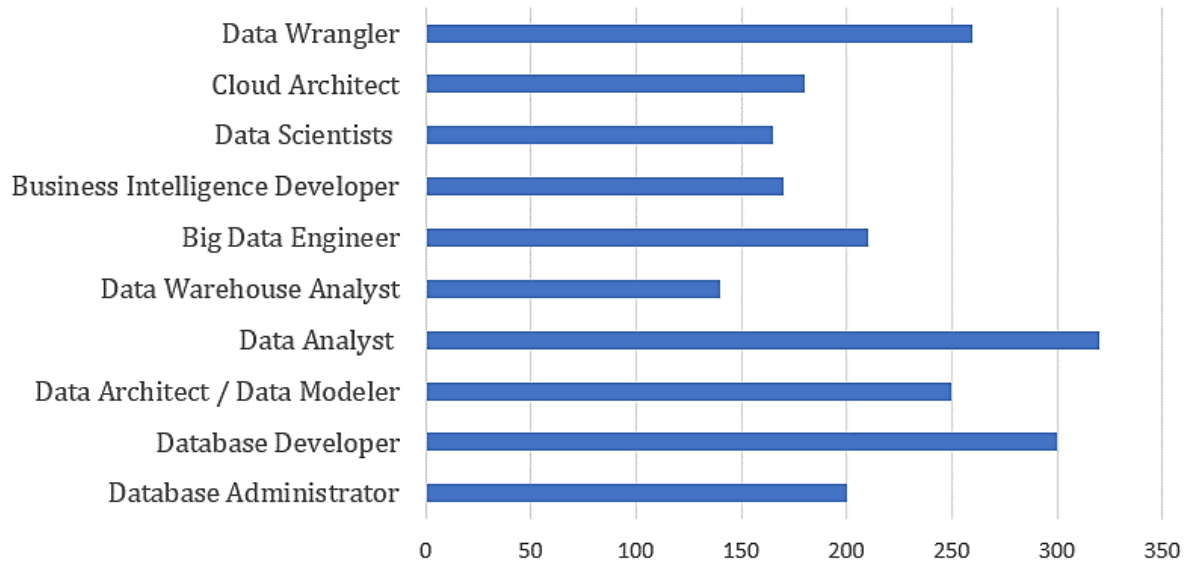
Compunnel has provided ***one resume per the above positions/skill of our in-house team members*** who meet the Minimum Requirements for Selection in our response under heading "Employee Resumes with Required Certifications".

Moreover, Compunnel has never received any negative feedback, customer inquiries and complaints.

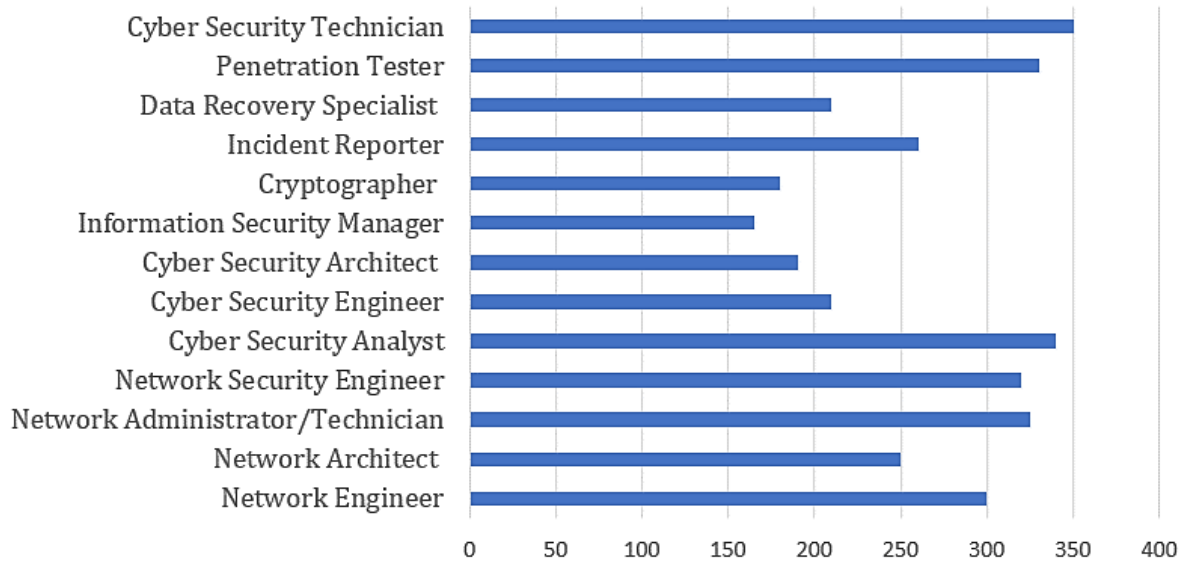
Number of Personnel Assigned for Different Engagements

In the figures below are some of our employee placements for all seniority levels which we have provided on our recent projects across the United States for both our commercial and public sector Clients in the last 2 years, which are relevant to the Parish's RFP:

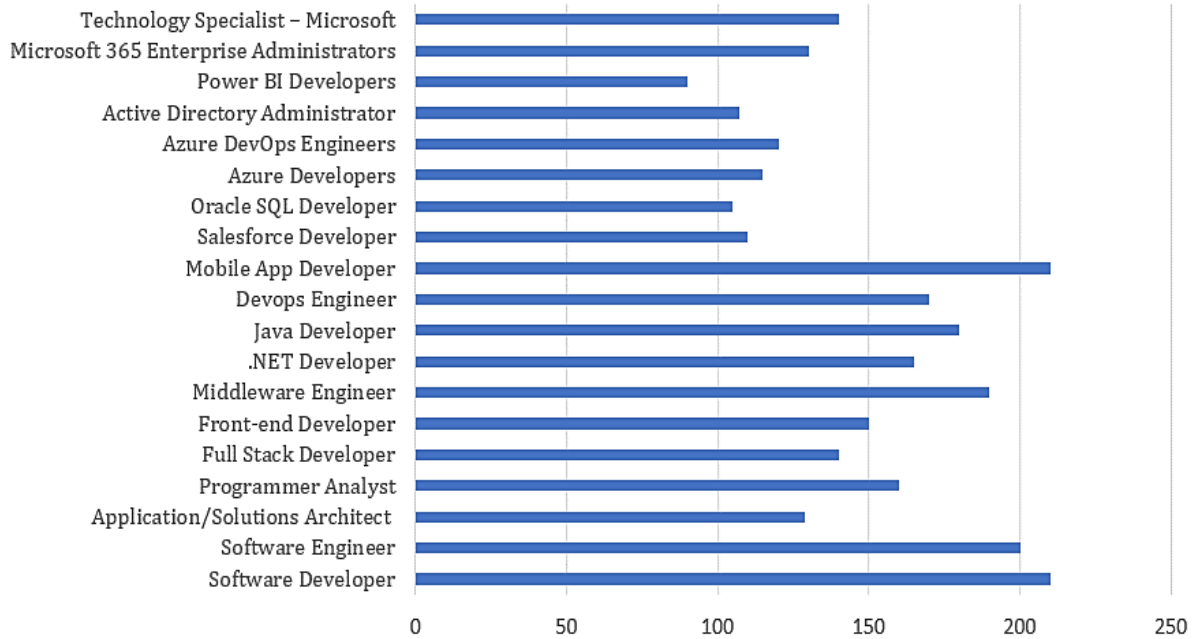
Data Center & Database Engagements



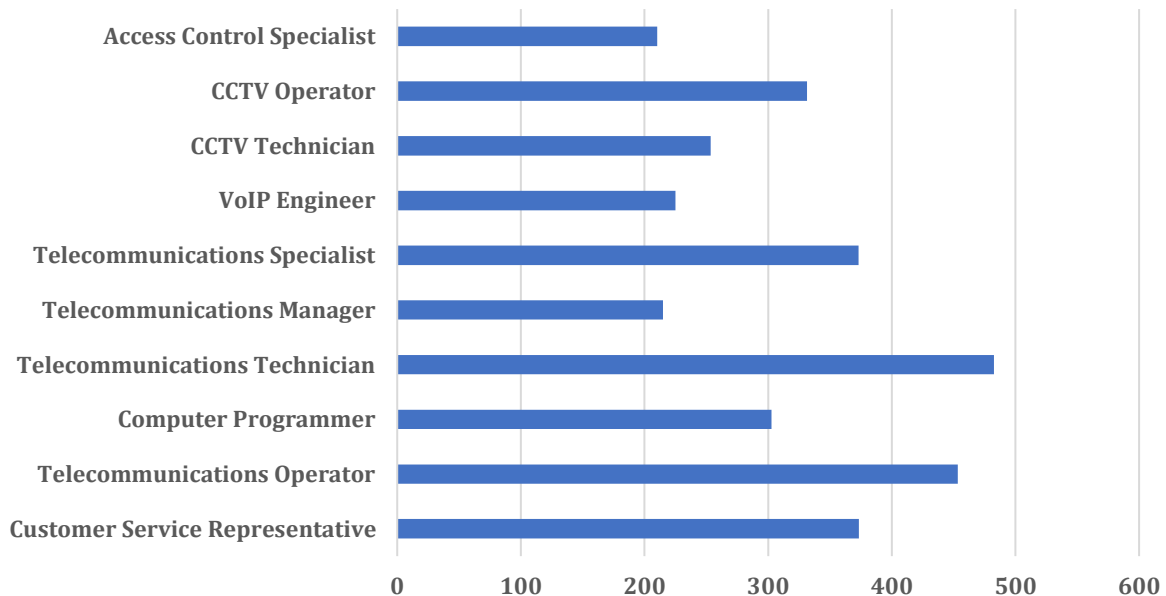
Network Support & Cyber Security Engagements



Application Development & Microsoft Engagements

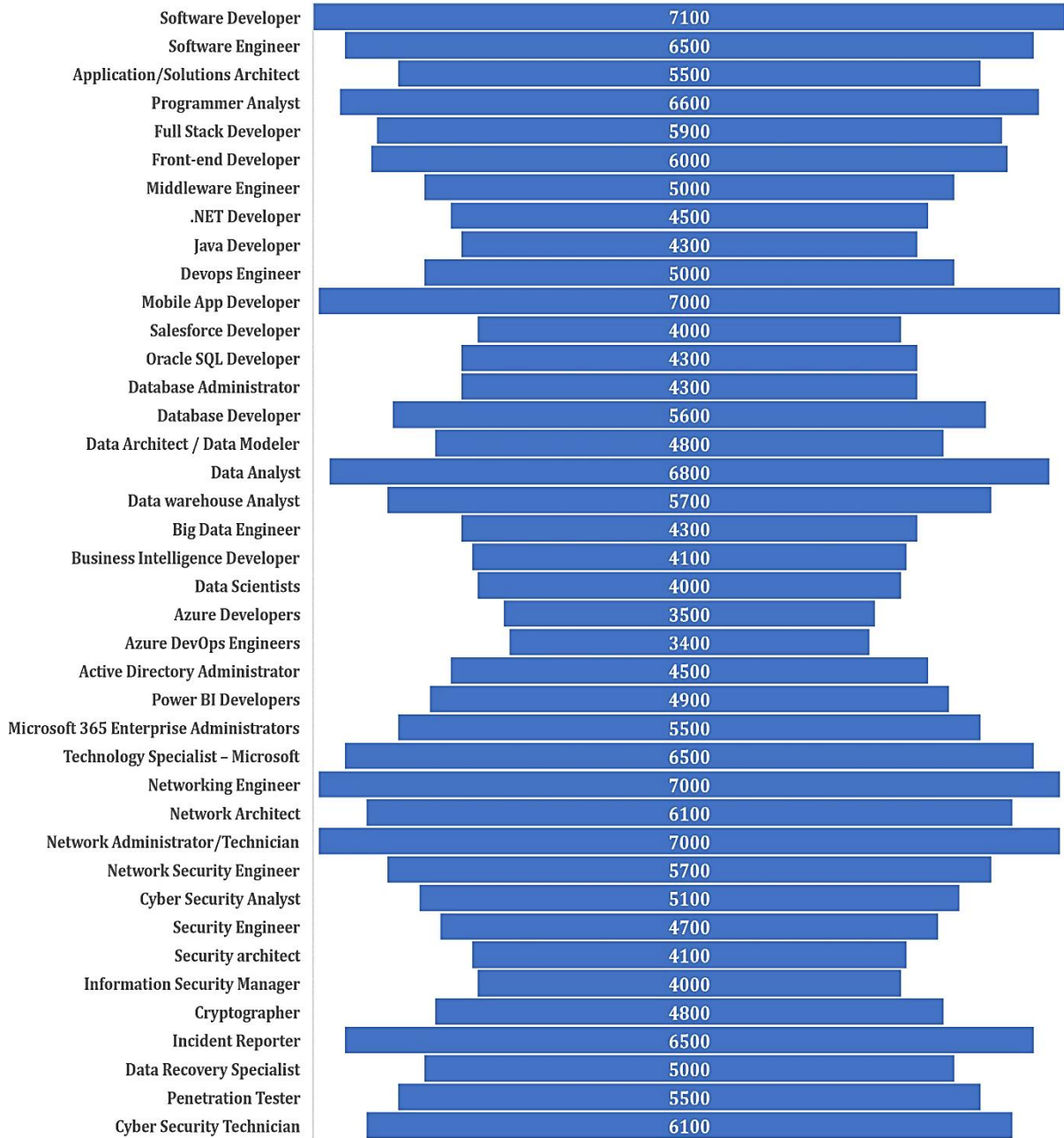


Telecommunications and Video & Access Control Engagements



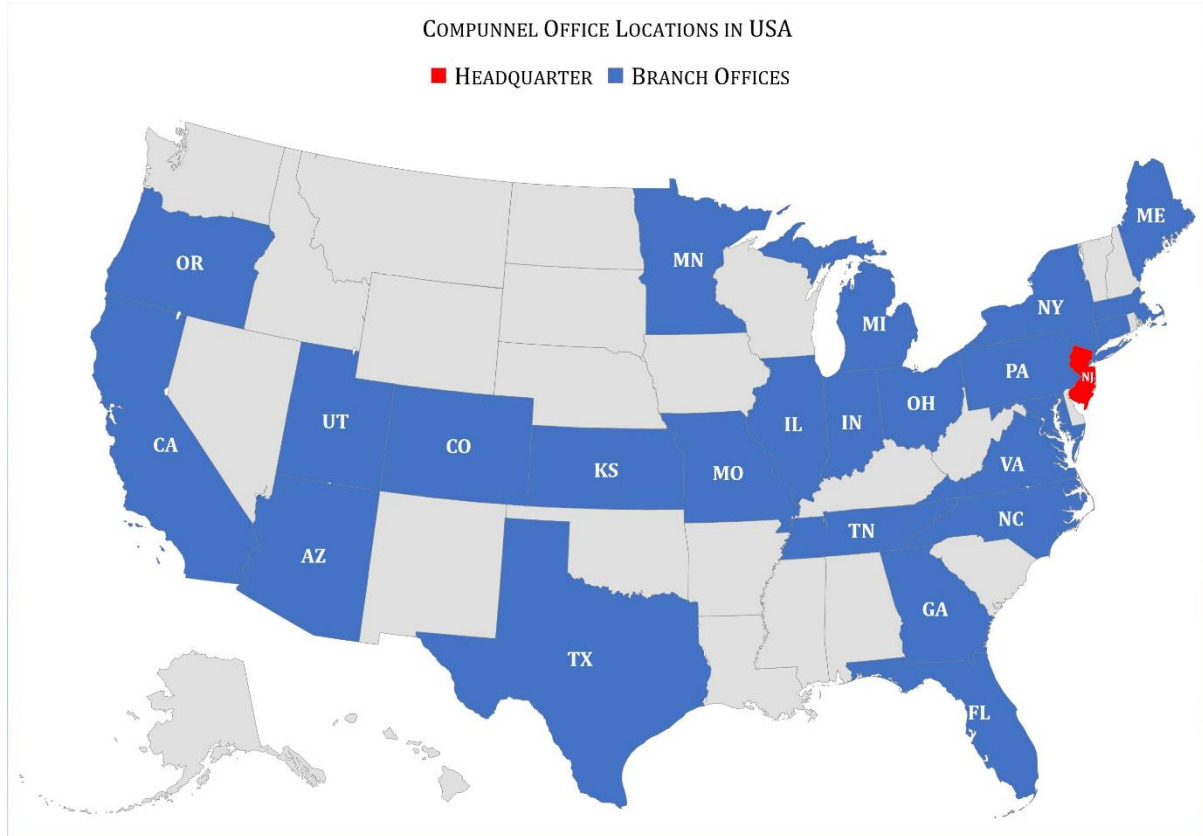
Compunnel's offices are based in strategic locations not only in the U.S. but across the globe to allow us access to the best possible talent and strong mix of skill sets required in today's market. Below figure displays our Database Pool for the positions that may be required by the Parish:

Our Database Pool



Compunnel's Presence

Compunnel has 31 offices across the USA in 26 states. Our unparalleled level of execution defines our company. Our time-tested management processes, quality control methods, and state-of-the-artwork environment will ensure that the Parish's requirements are delivered on time and on budget. Below is a map showing our office locations in USA:



Compunnel Presence	
United States	Offices in 26 States
Total Offices in USA	31 Offices
Outside United States	Canada, United Kingdom, Denmark, India, Philippines

Awards & Recognitions

With our unmatched and unbeatable services, Compunnel has emerged as a trusted and valued supplier for our customers. ***Our 97% Fill Ratio, Shorter Turnaround time, Referrals, Large pool of available candidates and experienced team of recruiters and Account Managers*** help us to differentiate ourselves from our competitors.

Some of the significant recognitions we have received in recent years because of our exceptional services are listed below:





Account Management Team

Proposer shall provide resumes for account manager(s), designated customer service representative(s) and any and all key personnel anticipated to be assigned to this project, in addition to resumes of any and all subcontractors

We are thrilled to present the exceptional team of key personnel that Compunnel is proposing to fulfil the requirements of the Parish. With our experience in providing top-notch IT solutions and staffing support, we are confident that our team will not only meet but exceed the Parish's expectations in delivering outstanding services.

Compunnel is not weighed down by excessive levels of management. We will maintain a dedicated account management team of experienced professionals. This team will be led by our Program Manager, Ashish Yadav. Our proposed team has experience and a good understanding of government contracts.

To manage the Parish's contract, Compunnel is proposing Nitisha Kainthola as the Account Manager, she will be responsible for tracking the project requirements and will work diligently with the Parish to identify and fulfill their IT requirements.

Compunnel will assign the following key individuals on the Parish's contract:

Position	Key Personnel Name
Program Manager	Ashish Yadav
Account Manager	Nitisha Kainthola
Recruitment Manager	Ajay Sharma
Finance/Accounts Manager	Ginu Issac
HR & Onboarding Manager	Roopali Nair

Collectively, our team possesses the necessary expertise and skills to effectively support the Parish's requirements. We are confident that their dedication, professionalism, and commitment to excellence will not only meet the contract requirements but also contribute to Parish's overall IT operations success.

We look forward to the opportunity to discuss this proposal in more detail and demonstrate how our team can add significant value to the Parish. The resumes of our proposed team members are attached below:

Ashish Yadav – Program Manager

Background

Mr. Ashish Yadav will be our Program Manager for the University of South Carolina's contract. He has over 14 years of experience with a proven record of sales leadership, recruiting strategies and key account management. He is a seasoned Program Manager, experienced in building and managing successful business development initiatives. For this engagement, he will coordinate with the University to understand their needs and develop custom staffing solutions.

In this role, he will be accountable for ensuring different as-needed contingent staffing requests success. He will also be responsible for relationship management. He will also be responsible for providing Status progress reports and attending monthly status meetings throughout the contract period as required by the Parish.

Qualifications

As a Program Manager, he has been responsible for overall supervision of the following Compunnel clients, but not limited to:

- Good Buy Purchasing department, TX
- Richardson Independent School District, TX
- Fort Bend Independent School District (FBISD), TX
- East Texas Council of Governments, TX
- Hennepin Council, Minnesota - IT Consulting Services
- Minnesota Enterprise Contracts
- The State of California, Staffing project.
- Clemson University-SC, Staffing project.
- Georgia Public Service Commission.
- MI-Intern Placement Tracking - School of Social Work, Staff Augmentation Project.
- The State of North Carolina, VMS project.
- Missouri Department of Transportation, Staffing Project.
- Miami-Dade County, FL staffing project.
- NC Department of Health and Human Services, Contingent Staffing Services Project.

Education

- Bachelor's in science

Experience

Compunnel, Inc. (2009 – Present)
Program/Project Manager

Responsibilities

- Establish excellent working relationships with clients, partners, and key internal stakeholders.
- Manage new client and partner integrations including contracting, onboarding, insurance license verification and appointments, payroll deduction billing file exchanges, general partner secure file exchanges and SharePoint sites, etc.
- Assist in client support activities including client escalation and resolution on client billing, operational or other issues. Participate in client and partner program meetings to develop action plans to meet client and business goals.
- Work with internal, cross-functional teams on required projects. Assist with client and partner projects and program reporting.

Nitisha Kainthola – Account Manager

Background

An accomplished Capture Management and Client Project Management Specialist with 11+ years of experience driving, managing, capturing, and executing on the full life cycle of talent acquisition, opportunity & program management. She has been working on projects that require skilled information technology staff augmentation on-demand services during his 3 years with Compunnel. Purposeful, mid-level professional equipped with verifiable success in the areas of business development, strategic planning, marketing, and multi-unit operations management.

Proven ability to strategize at program infancy to develop technical team solutions and execute seamlessly while maintaining the integrity of business and customer expectations. Responsible for business development and capture management activities within Public Sector. Focused on expanding our capabilities and presence within GSA, other Federal and Statewide Programs. Previously served as a Contract Administrator for numerous large-scale SLED Contracts and program re-competes.

Qualifications

As an Account Manager, she has been responsible for overall supervision of the following Compunnel clients, but not limited to:

- Good Buy Purchasing department, TX
- Richardson Independent School District, TX
- Fort Bend Independent School District (FBISD), TX
- East Texas Council of Governments, TX
- Hubbell Power Systems
- The Department of Talent and Economic Development
- MI Department of Military & Veterans Affairs
- Utah Transit Authority Community Transit
- Miami-Dade County, FL staffing project

Education

- Master's in mass communication

Experience

Compunnel, Inc. **(2020 – Present)**
Account Manager

Responsibilities:

- Market Analysis and Channel Insights – gather external market data and perform analyses to identify market trends and channel insights; identify insights and share recommendations within team. *Applies only for employees in Sourcing
- Stakeholder/Client Engagement – bring candidates through the interview and closing process, and work with other teams to meet candidate needs (e.g., on boarding, relocation, Visas, critical dependencies); close candidates and respond to objections from the business.
- Stakeholder/Client Engagement – identify current and future talent needs through opportunistic exploratory and analysis of market demands and share findings with the team; execute plans to proactively consult leaders to create new roles that bring in desired talent. *Applies only for employees in Client Aligned Recruiting
- Workforce Analysis – gather internal data and perform analyses to identify current state of workforce talent/diversity; identify hiring needs and share recommendations.
- Provide coaching and guidance to candidates as well as educate hiring managers about market conditions.

- Meet with hiring managers to discuss their specific needs and talk about a recruiting plan best for them.
- Lead team daily and discussed daily priorities and expectations while manager is out and while on maternity leave.
- Establishing relationships with consultants/contractors in specified region.
- Interviewing prospective candidates and educating candidates on company processes.
- Negotiating with candidates, extending offers, negotiating compensation, facilitating the placement of candidates, and soliciting referrals of other top talent in the area.
- Updating and tracking candidates.
- Responsible for increasing number of qualified applicants in database.

**Abacus Corporation Inc.
Project Manager**

(2016-2020)

Responsibilities:

- Marketing bench & new candidates (IT) and effectively placing them on contractual projects with Tier 1 vendors and direct clients.
- Working with US Clients, Tier 1 companies to receive ongoing requirements.
- Working closely on the requirement to ensure that we meet the client's expectations.
- Perform screening of consultants to ensure they meet client's requirements and prepare them for the interviews. Driving referrals from clients and consultants.

**22ND Century Technologies, Inc.
Project Manager**

(2012-2016)

Responsibilities:

- Managed The State of New Jersey's VMS/MSP Staff Augmentation Contract as the Contract Administrator for The State. Managed the entire State Program including Professional, Administrative Support (Office and Clerical), Commercial/Industrial Workers and Healthcare domains. Served as consultative resource to management on employee relations issues, supervised recruitment, and candidate selection process, worked closely with state representatives, sub-vendors, recruiters, and delivery heads. Was responsible for presenting qualified resources and providing solutions to state hiring managers. Also helped the Employee Care team in reviewing company policies and benefits.

Ajay Sharma – Recruitment Manager

Background

With 11+ years of experience in the Recruitment/Delivery Head profile, Mr. Ajay plays a central role in managing talent for our clients. Serving as the liaison between business leaders and the client hiring team, he consults, advises, and guides their decisions and strategies for talent acquisition. In coordination with business leaders, HR leaders, Diversity and Inclusion leaders, and candidate closers, he drives strong hiring outcomes in a fiercely competitive talent market.

He has experience in working in the US Staffing & Consulting industry for Healthcare/IT/Non-IT Clients, developing and implementing recruitment strategies, tactics, funnels, and procedures, and having plausible experience in communicating and managing recruitment goals and objectives with a team of 50+recruiters.

Expert in managing the full-time recruiting function, responsible for hiring over 500 individuals per year with time-to-fill below industry standards in all functional groups. Proficient in escalating any structural issues in the recruiting process to ensure targeted new hire needs are achieved. Adept in preparing reports by collecting, analyzing, and summarizing data and trends.

Qualifications

As a Delivery Head, his responsibilities encompass delivery management for various Compunnel clients, such as:

- Federal Reserve Bank, CA.
- The Staffing Projects for The State of California.
- The State of North Carolina (VMS).
- The State of South Carolina (MSP).
- Missouri Department of Transportation.
- The State of California, Staffing project.
- City of Phoenix, temporary Staffing Project.
- The State of Montana, Staffing project.
- Miami-Dade County, FL.
- Clemson University-SC, and many more.

Education

- Master's Business Administration – Human Resources

Experience

Compunnel, Inc. **(2023 – Present)**
Recruitment/Director Head

Responsibilities:

- Oversee plans while working with stakeholders across lines of business, to ensure that a business architecture and roadmap are developed to address the needs and strategy of both business and technology.
- Staying up to date with industry best practices to educate clients and internal teams on the advantages of various design and implementation options to meet business and technical requirements.
- Initiate, plan, execute, control, and close out each project or program from a business perspective, including coordination of cross-project and cross-department resourcing within established timelines.
- Maintain a good working knowledge of current infrastructure and industry trends within the distributed infrastructure area of focus.

- Conducts technical deep-dive sessions with vendors and executes short proof-of-concept efforts for business and IT.
- Partners with VP-level stakeholders across multiple brands to advise on business impacts to technical solutions.
- Coordinate and plan the overall program including pre-requisite projects, parallel interfacing source system projects across the enterprise.
- Take accountability for project success including on-time, on-budget, high-quality targets.

**Mindlance Outsourcing
Sr. Recruitment Manager**

(2022-2023)

Responsibilities:

- Lead, manage, and build a team of recruitment consultants in the Healthcare vertical.
- Managing 2 of the largest healthcare clients in the US - both delivery and client handling.
- Worked on Beeline and Pro Unlimited (now Magnit)
- Managed the client and candidate meeting process through submissions, and interviews to offer stage and beyond.
- Led a team of 35+ recruiters which includes 1 RM, Team Leads, senior recruiters as well as junior recruiters.
- Hiring and training freshers on various verticals.
- Working on requirements where the team is unable to make submissions, hands-on and generating offers, and starts.
- Set client development plans for the team ensuring there is a balanced distribution of requirements.
- Making Excels based on Job requirements, Recruiter's overall achievements, and the client's overall GM based on the data taken from both JobDiva and Client VMS.

**22ND Century Technologies, Inc.
Project Manager**

(2012-2022)

Responsibilities:

- Manage the client and candidate meeting process through interviews to the offer stage and beyond.
- Lead a team of 20 recruiters which includes senior recruiters as well as junior recruiters.
- Consistently hit personal billing targets and provide a successful individual track record.
- Accountable and provide evidence of team's billings and achievements.
- Set client development plans for the team ensuring there is a balanced distribution of requirements.
- Responsible for proactively identifying and supporting internal moves from own team to others. Ensures the team delivers high-quality client experience.
- Attracted applicants by placing job advertisements, contacting recruiters, and using newsgroups and job sites.
- Used social and professional networking sites to identify and source candidates. Performs quality checks before submitting the candidates to the Manager.
- Ensures the team is proactive while using their database and systems correctly and efficiently. Provided full life cycle recruiting services to our clients including candidate identification, development, and delivery, all references, and closing for all levels of IT/Engineering/Professional Services positions.

Ginu Issac – Finance Manager

Background

Ginu has been associated with Compunnel since 2002 and currently manages finance operations across the organization. With industry experience of over 20 years, he has extensive proficiency and expertise in various functions of finance including – Corporate Finance, Financial Planning & Analysis, Financial Accounting, Budgeting & Forecasting, Cash Flow Management, Financial Modelling, P&L Management, Tax Management, Compensation & Benefits Management, Mergers & Acquisitions, Auditing & Compliance, Process Re-engineering, Risk Management, Process Integration, and other areas.

Over the years, Ginu has played a pivotal role in establishing & integrating distinct financial processes across the organization. His comprehensive experience and expertise in the financial domain have helped Compunnel to strategize, nurture and deliver staffing services to its financial customers in a more effective manner. For each financial customer, our staffing team diligently work with Ginu to ensure successful service delivery.

Qualifications

As a Finance Manager, he has been responsible for overall supervision of the following Compunnel clients, but not limited to:

- Good Buy Purchasing department, TX
- Richardson Independent School District, TX
- Fort Bend Independent School District (FBISD), TX
- East Texas Council of Governments, TX
- City of San Diego
- City of NY
- City of Phoenix
- City of Chicago
- City of Austin
- City of Fort Worth

Education

- Master's in science

Experience

Compunnel, Inc. (2002 – Present)
Director – Finance/AP Manager

Responsibilities:

- Establishes and maintains Compunnel's accounting controls and develops systems and procedures to ensure that they are conducted successfully.
- Ensures compliance with local, state, and federal financial rules by keeping apprised of and executing according to the regulations affecting the organization.
- Ensures all bank reconciliations and journal entries are accurately completed monthly.
- Supervises monthly cash disbursements and accounts payable distribution.
- Supervises the payroll function and ensures the accuracy of the payroll summaries, general ledger entries, payroll adjustments, and quarterly federal and state tax filings Acts as payroll backup when necessary. Verifies and supervises the distribution of all W2s and 1099s at year end and submits reports to the Internal Revenue Service in a timely manner.
- Manages capital asset files, journal entries and back-up support.
- Compiles and maintains accrual schedules for prepaid insurance, depreciation, public grant accounts receivable and other accounts.
- Monitors bank accounts and determines cash transfers between accounts as needed.

Roopali Nair – HR and Onboarding Manager

Background

Experienced Human Resources Executive with a demonstrated history of working in the staffing and recruiting industry. Skilled in US On-boarding (W2/ C2C/1099), Employee Engagement, Client Interfacing Skills, Customer Service, and Human Resources. Has experience in providing skilled information technology staff augmentation on-demand services. Has ability to understand business goals and recommend innovative approaches, policies, and procedures to effect continual improvements in business objectives, productivity, and development of HR within the company Possess strong verbal and written communication skills and the ability to present his/her point of view in varied business situations.

Responds to requests/inquiries from customers via multiple channels (for example: email, phone). Executes key tasks and administrative activities as assigned in accordance with defined procedures and guidelines. Effectively and efficiently address the needs of the customer. Elevates Tier 2 inquiries, requiring investigation and/or research, to the appropriate HR functional team. Responsible for employee relations, training, performance management, policy implementation, organizational change, and employment law compliance.

Qualifications

As an HR Manager, she has been responsible for overall supervision of the following Compunnel clients, but not limited to:

- Good Buy Purchasing department, TX
- Richardson Independent School District, TX
- Fort Bend Independent School District (FBISD), TX
- East Texas Council of Governments, TX
- City of San Diego
- City of New York

Education

- Human Resources Professional Graduated from Berchmans Institute of Management Studies

Experience

Compunnel, Inc. (2015 – Present)
HR and Onboarding Manager

Responsibilities:

- Strategically lead and fully execute key initiatives that support Compunnel's vision.
- Guide leaders and employees regarding company policies, values, HR program administration (benefits, compensation) and interpretation to ensure policies and procedures are managed consistently and in a timely manner.
- Responsible for diagnosing organizational issues, developing solutions, and implementing action plans.
- Ensure activities follow all state and federal employment laws and regulations (e.g., FMLA, ADA, EEO and FLSA).
- Partner with leadership teams on performance management to developing effective pipeline and succession plans.
- Design and execute staffing strategies for exempt/non-exempt hiring needs (including campus recruiting). Partner with local teams to ensure ongoing outreach activities.
- Develop and execute functional-level strategies to improve Organizational Health and culture.
- Effectively manage multiple projects with overlapping tasks and work independently with minimal supervision.

E. INNOVATIVE CONCEPTS

Present innovative concepts, if any, not discussed above for consideration. How is the responding firm uniquely different from other firms? What new innovations can you offer?

Since our establishment in 1994, Compunnel has been providing IT Consulting Solutions to government and local clients throughout the United States. The reasons which make us a good match for the Parish, our innovative work, how we are different from our competitors, and our innovative technological solutions are highlighted in the points below:

Some of Compunnel's Innovative Work in the Recent Past

Innovation is a core part of Compunnel, and we are constantly exploring new technologies and solutions to help our clients solve business problems and stay ahead of the curve. Compunnel being a global technology based company strives to innovate in all aspects of our work, some of our innovative work for companies like Sparks, Redhat, Deltek, Risk Canvas, Big River is mentioned below:

- **Big River:** Compunnel's professionals configured and setup Azure cloud services, IT infrastructure and office 365 for Big River users. The high-level features of this engagement are listed below:
 - Internal DNS mapping
 - Interconnected VPN setup
 - Active Directory configurations for user authorization and group permissions mapping
 - SSO implementation for JIRA (Ticketing Management System)
 - Data synchronization across all data centers
 - Data security across the infrastructure.
- **Sparks:** Compunnel's professionals modernized Sparks AutoJAF desktop based application to fully customized, robust and secure web based online application which is primarily used for project management and job authorization. Outcome of our services was:
 - Transition from desktop based application to web based online application
 - UI/UX transformation
 - User experience satisfaction: 35-40% gains (simpler and responsive UI)
 - Service Oriented architecture to cater to the growing business needs of multi-channel access i.e. mobile , tablet etc.
 - Reduced TCO: 40-50% reduction
 - Flexible and highly customizable system
- **Redhat:** Our deployed professionals transformed and developed custom cloud-based digital platforms for the client using latest technologies. Enabled Red Hat with the below 2 systems:
Proctoring Application & Scheduling Application
We achieved the below outcome:
 - Eliminated license cost through development of below in-house applications

- Red Hat Scheduling Application
 - Red Hat Proctoring and On Boarding Application
 - Intuitive user experience resulted in 35-40% increase in user experience satisfaction
 - Continuous delivery , monitoring and testing is maintained in Agile manner
 - Hosted on RedHat cloud platform – Open shift.
 - 35% increase in utilization of digital channels
- **Delttek:** Compunnel’s experts provided a Cloud Based Digital Platform For Collaborative Design Building. Benefits delivered:
 - 35-40% reduction in time to create new construction projects
 - 15-20% reduction in time to complete existing construction projects
 - 24x7 Omni-channel access to all data & 45-55% enhancement in system availability
 - 20-25% improvement in online user collaboration
 - Enhanced digital business due to the ability to seamlessly switch from desktop-based system to web-based dynamic system.
- **Risk Canvas:** Compunnel’s team developed Financial Crimes and AML Solution. Benefits delivered:
 - User experience satisfaction increased by 35-40% due to simpler and responsive User Interface (UI)
 - 20-40% improvement in compliance and risk management
 - Improved easy and streamlined flow of information among systems and databases, enabling faster response to inquiries, and servicing by 50%
 - Better compliance management due to ease in identifying non-compliant clients and making them up-to-date by 40%
 - Batch data processing has been improved by 300%
 - Automated deployment process removes human interfere by 80%.

Compunnel Differentiators

The reasons which make us a good match for the Parish and how we are different from our competitors are highlighted in the points below:

- First and foremost, Compunnel has extensive experience working with customers in government sector as highlighted in the above sections, including State, County and City level Agencies across the United States.

We have a strong track record of providing IT solutions that are specifically tailored to the unique needs of each Agency. This experience and expertise makes us well-equipped to understand and address the complex IT challenges faced by the Parish.

- Compunnel offers a wide range of IT services, including Data Center Support/Services, Network Support, Database Support, Microsoft Application Support (Development & Maintenance), Cybersecurity, and more.

This comprehensive range of services will ensure that the Parish can obtain the specific IT solutions they need, rather than being limited to a narrow set of options.

- Compunnel ***employs thousands of technology professionals*** with expertise and skills spread across the most popular technologies in use today. Of this, Compunnel's strength includes ***over 10,000+ technology specialists*** engaged in multiple client engagements onsite in the USA.

Compunnel also has four development centers offshore in India. Compunnel's technology staff strength overseas includes over ***500+ technology professionals*** in different technology areas.

- We provide IT solutions and digital transformation capabilities to over ***1000 clients globally*** and about ***75% of them are Fortune 1000 companies***.
- Compunnel has delivered more than ***1000 completed consulting projects***, we have managed ***2.5M+ users at a time*** on different consulting projects.
- Another one of our key strength is our ***commitment to customer service and satisfaction***. We have a dedicated team of account managers and project managers who work closely with each client to ensure their needs are being met and that the project is progressing smoothly.

We also provide 24/7 support to ensure that any issues are addressed quickly and efficiently. This level of attention to the customer will ensure that the Parish receives the support they need throughout the entire project.

Compunnel Offers Innovative Technological Solutions in Below Areas

- ✓ **Robotic Process Automation (RPA)** - Compunnel's RPA solutions automate repetitive and manual operations, allowing organizations to save time and eliminate errors. Our solutions are employed in sectors such as finance, human resources, and supply chain management.
- ✓ **Artificial Intelligence (AI) and Machine Learning (ML)** - Compunnel offers AI and Machine Learning solutions to organizations of all sizes. Chatbots, predictive analytics, image recognition, and natural language processing are some of our offered solutions.
- ✓ **Internet of Things (IoT)** - Compunnel provides Internet of Things (IoT) solutions that assist organizations in collecting, analyzing, and acting on data from connected devices. Our solutions have applications in smart cities, industrial automation, and healthcare.
- ✓ **Cloud Computing** - Compunnel provides cloud computing solutions to assist organizations in storing, managing, and processing data in the cloud. Compunnel's solutions are applied to but not limited to data analytics, software development, and infrastructure management.



- ✓ **Blockchain** - Compunnel offers blockchain technologies which are used in supply chain management, healthcare, and finance. Our offered technologies make transactions secure and transparent.

These are just a few of the innovative technologies offered by Compunnel. We also provide solutions in areas such as ***Cybersecurity, Digital Transformation, and Software Development.***

F. PROJECT SCHEDULE

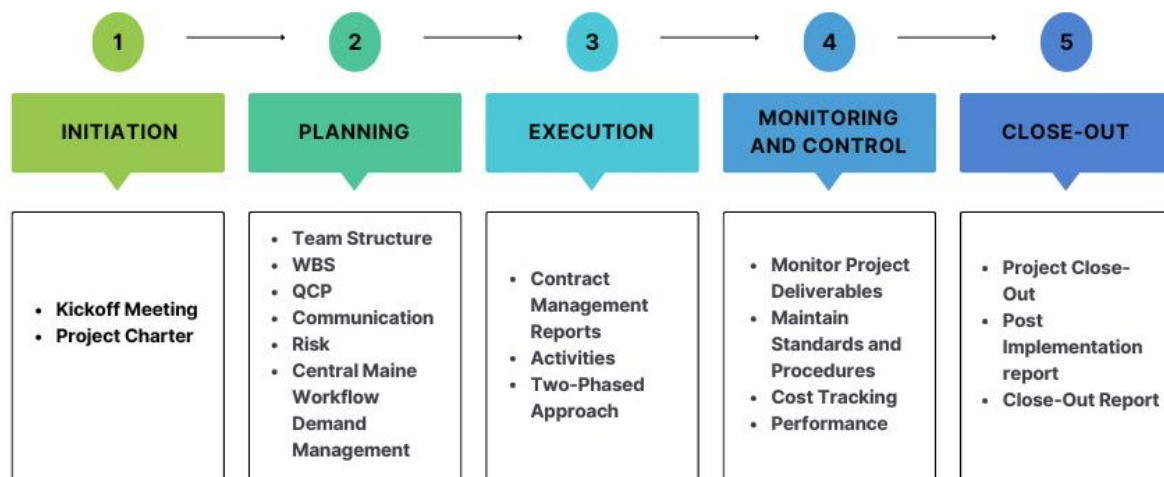
Detailed methodology/approach to project management.

Compunnel follows the Program Management Institute (PMI) standards reflected in the PMI Project Management Body of Knowledge (PMBOK) Guide. We deploy our project management team which is familiar with PMBOK standards tailoring our project management process to best fit the needs of the Department.

Our project management ensures the collection of proven techniques for proposing, planning, implementing, managing, and evaluating projects, combined with the art of managing people. We partner with agencies from various sectors to identify their highest-value opportunities and our team addresses their most critical challenges and transforms their enterprises.

We believe in the power of creativity to build a positive human future in a technology-driven world. Our diverse teams combine innovative thinking and ground-breaking technologies to make better and faster progress. We challenge the status quo to find the right solutions that work not only on paper but also in practice.

Compunnel distinguishes itself as an independent organization with highly experienced project management personnel. Our personnel, with their unique breadth of skills and deep expertise in decisive teams, will work with the Parish to build a better working strategy. Our work plan for the Department will be categorized into the following five main processes, shown below:



1. Initiation

Compunnel will consolidate all the activities for a successful project during project initiation, where the focus will be on understanding the goals, scope, priorities, and risks associated with the Parish's project.

Moreover, our Account Manager, Nitisha Kainthola will discuss the priorities and risks with the Parish's stakeholders to modify any requirements. Our project team will initiate a Kickoff Meeting with the representatives of the Parish.



Moreover, we will develop a Project Charter to define and clarify the project objectives, scope, and responsibilities. Compunnel will end the project initiation with the requirement sign-off and we will establish a clear goal for the project.

2. Planning



Compunnel will begin project planning once the project is initialized and we will provide a dedicated key personnel team as identified in our response, our team will closely monitor the planning process for the project.

Our planning team will derive a project plan to address the project requirement including scope, budget, and timelines. Once the project plan is developed, our planning team

will establish a project schedule and will allocate resources to the project based on the budget and the schedule.

Our team will develop a detailed timeline for each of the deliverables and will also develop an efficient communication plan based on the project timeline. We will create a [Work Breakdown Structure \(WBS\)](#) wherein we will break down the project requirements into smaller activities. This will ensure the work will be done continuously and simultaneously by different teams, resulting in better team productivity and efficient project management.

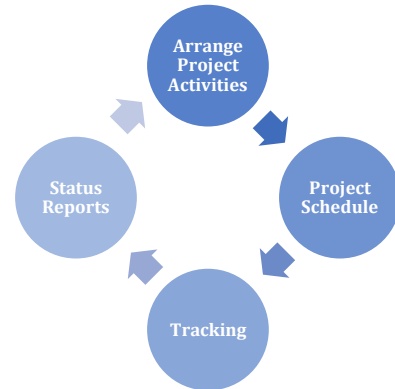
We will develop an [Integrated Master Schedule \(IMS\)](#) to reflect the interdependencies between tasks and milestones. This will assist our proposed Account Coordinator and the Project Team to optimize the overall execution strategy of the Parish's project, coordinate workflows, and assist in the decision-making processes to mitigate risks and resolve challenges on a day-to-day basis.

Compunnel has a [Quality Control Plan](#) in place which will document all quality-related checkpoints to be passed during and after the management process. This will ensure that we deliver services that meet the quality requirements of the Parish as stated in the SOW.

3. Execution

Compunnel will start executing and implementing the Parish's requirements to achieve the project objectives and every member of our team will carry out their respective assignments within the specified timeframe for each of the activities.

Based on different requirements, we will provide different teams that will cover a wide spectrum, including Oracle, MS SQL, Network, Data Center, Microsoft, Third-party applications, cybersecurity, telecommunications, in-house applications, video, and access control.



Compunnel will fulfill the staffing needs of the Parish by supplying skilled professionals like Server Technicians, Network Administrators, Oracle Database Administrators, Microsoft Support Technicians, Programmer/Analysts, Project Managers, and Help Desk Technicians.

This phase will involve orchestrating the project activities according to the project timeline and use of project schedule for tracking the project progress. Our experts will track the effort and cost of the project to determine if the project is progressing in the right direction to ensure timely reporting throughout the project execution.

Compunnel understands the importance of status reports from the Parish's point of view and ensures timely project status reporting to keep the Parish informed of all the key developments in the project.

Our project status reports will comprise of high-level information about the project, including recent progress reports, upcoming project plans as well as encountered and anticipated risks and issues. Our Account Manager will be responsible for status reporting and will generate timely reports as scheduled.

4. Monitoring and Control



Compunnel will provide monitoring and control throughout the project to all the project activities and our team will ensure the successful implementation of initial protocols such as project plan, quality assurance surveillance plan, and the communication plan for the project.

Our Account Manager will be responsible for monitoring and controlling by using necessary

measures to control the situations, should there be any issues, and ensure the project stays on schedule and within budget.

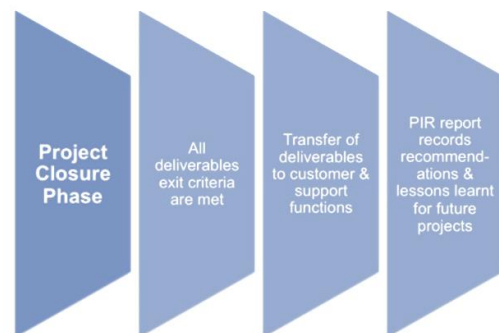
The Compunnel's team will adhere to the Parish's Confidentiality, Rules, Regulations and Policies, our Account Manager will ensure that our placed personnel are following such regulations at all times.

Our team will provide validation support throughout the life of the project with each project activity having specific validation criteria for successful outcome or completion of the project. Compunnel ensures that all the lessons that we learn from our implemented projects are incorporated and if need be, rectified on time.

5. Close-out

Compunnel will hand over the project access and control to the Parish upon completion of the project requirements, if required, and our team will ensure that the project deliverables satisfy the acceptance criteria as defined by the Parish.

We will share a project close-out documentation with the Parish finalizing the project activities completed across all phases of the project and formally closing the project.



This document will also include a list of outstanding issues and defects. Our Account Manager will prepare a checklist, and a Post Implementation Report to assess the project, ensure efficient completion, derive any lessons learned, and best practices to be applied to future projects.

Compunnel will make the transition process of handing over the responsibilities and resources to the concerned representative of the Parish as effortless as possible.

G. FINANCIAL PROFILE

Proposers must submit documentation from the past three (3) years demonstrating the proposer's financial stability. Documentation may include audited financial statements, including balance sheets, income statements, and documentation regarding retained earnings, assets, liabilities, etc. Such information should be included in the technical portion of the proposal submission and MUST NOT be included with the cost proposals and/or price schedules.

Below are our financial statements for the last three (3) years:

Compunnel Software Group, Inc.		
Balance Sheet		
For the 12 Months Ending DECEMBER 31, 2022		
	<u>Debit</u>	<u>Credit</u>
Operating Cash	-	-
BOA Payroll	1,971,731	
BOA Subcontractors	1,968,345	
BOA Operating Credits	54,103,591	
BOA Operating Debits	-	254,832
Payroll Account	-	662,808
Sweep Account	732	
PNC Checking Acct 2	-	-
Insurance Account	246,927	-
Business Money Market	75	-
Subcontractor Payroll Account	-	-
Accounts Receivables	90,639,334	-
Accounts Receivables - (LMG)	414,720	-
Intercompany Receivables-ILI	24,565	-
Intercompany Receivables-Canada	-	-
Intercompany Receivables-Spartoi	16,275	-
Bad Debt Reserve	-	542,196
Due from Affiliates- Spartoi	998,038	-
Due from Affiliates -WSS	-	-
Due from CSG Canada	-	-
Due From Affiliates-WSS	-	157,254
Due from Affiliates- Jobletics	2,862,608	-
Due from Affiliates- Coastal	-	-
Due from Direct	-	-
Prepaid Taxes - Fed	-	-
Prepaid Taxes - State	-	-
Prepaid Expenses	-	-
Payroll Advances	6,037	-
Furniture & Fixtures	42,373	-
Computer Equipment	753,807	-
Less: Accumulated Depreciation	-	1,989,423
Software Costs	2,000,000	-
Accumulated amortization:Software	-	-
Security Deposits	23,468	-
Loan - Shareholder	773,120	-
Investment in SpectraMD	200,000	-

Compunnel Software Group, Inc.
Balance Sheet
For the 12 Months Ending DECEMBER 31, 2022

	<u>Debit</u>	<u>Credit</u>
Investment in Dori Inc	300,000	-
Investment in LMG	2,216,256	-
Project W-I-P	-	-
Goodwill	9,563,750	-
Goodwill - ASI	1,875,000	-
Less: Accumulated Amortization	-	7,740,375
Deferred Tax Assets - Fed	357,000	-
Deferred Tax Assets - State	198,000	-
Operating lease asset	301,281	
Accounts Payable	-	17,291,246
Accounts Payable - ILI	-	37,321
Intercompany Payable - Jobletics	-	1,562
Accounts Payable - Spartoi	-	1,541,170
Intercompany Payables-IPC India	-	24,559,030
Intercompany Payables-Compunnel Canada	-	1,462,352
Intercompany Payables-WillHire	-	-
Accounts Payable -Zero Downtime	-	675,000
Accounts Payable -ria	-	6,067,854
Accounts Payable -Deferred	-	-
Due to CSG Canada	17,764	-
Accrued Payroll	-	19,457,223
Commissions Payable	-	280,971
Health Insurance payable	-	-
Insurance payable	-	-
Taxes-Payroll	-	1,140,705
Private DBL payable	-	-
Child Support Payable	-	-
Transit check Payable	2,132	-
Deferred Revenue	-	-
Accrued 401K	-	-
DD Return Payable	-	13,691
HSA Payable	5,965	
Federal taxes payable	-	840,712
State Taxes payable	-	772,039
Due to Webstart Today	-	-
Operating lease liabilities		301,281



Compunnel Software Group, Inc.

Balance Sheet

For the 12 Months Ending DECEMBER 31, 2022

	<u>Debit</u>	<u>Credit</u>
Due to Base36	-	-
Accrued Expense	-	-
Acquisition Notes payable	-	-
Common Stock	-	5,820
Paid-in Capital	-	227,000
Current Year Profit		32,651,637
Retained Earnings		53,209,392
Total	<u><u>171,882,894</u></u>	<u><u>171,882,894</u></u>

Compunnel Software Group, Inc.
Profit and Loss Account
For the 12 Months Ending DECEMBER 31, 2022

Description	Debit	Credit
Third Party Income	-	350,442,035
Direct Consulting Income	-	195,058,963
Project Development Income	-	2,948,683
Intercompany Income	-	775,544
Web Development Income	-	-
Intercompany Income	-	1,914,556
Technology Income	-	11,322,067
Web Development Income - RIA	-	-
Other Income	-	7,477
Software Maintenance Fee	-	-
Management Fee Income	-	-
Employee Expense Reimbursements.	-	-
Amortization Expenses	1,143,875	-
Advertising & Marketing	550,954	-
Accounting Fees	81,650	-
Bank Service Charges	70,567	-
Bad Debts	-	-
Paypal Charges	-	-
Computer & IT Expenses	97,092	-
Software Expense	-	-
Depreciation	409,357	-
Dues & Subscriptions	1,135,474	-
Equipment Rental	-	-
Employee Evaluation Expense	936,913	-
Employee Background check	-	-
Filing Fees	-	-
Health Insurance	1,421,327	-
Disability Insurance	-	-
General Insurance	1,894,221	-
Office Expenses - Misc.	89,905	-
Outside Consulting Services	-	-
Officer Salaries	1,324,198	-
Direct Salaries	330,584,757	-
Indirect Salaries	4,889,106	-
Commission Salaries	1,530,506	-
Recruiting Salaries	137,712	-
Subcontractors	101,745,820	-
Training & Development	7,853	-
Intercompany Subcontractors	1,281,089	-
External Sub- Contractors	24,545,409	-
Legal H-1/green card fees	5,295,330	-
Legal Fees	139,008	-
Management Fees-Expense	-	-
401K Admin fee	9,500	-
Payroll Processing Fees	97,383	-
Postage & Delivery	42,806	-

Payroll Taxes	25,074,449		-
Recruiting Expenses	501,484		-
Rent - NJ	158,630		-
Rent - ME	-		-
Rent - MA	-		
Repairs & Maintenance	27,628		-
Sales Commissions	177,595		-
Sales Commissions - Infopro India	5,288,730		-
Telephone Expense	144,852		-
Internet Access	14,283		-
Interest Expense	5,811		-
Taxes	-		-
Taxes-State	3,153,186		-
Taxes - Federal	8,814,512		-
Taxes - Other (WA)	154,103		-
Taxes - Franchise taxes	-		-
Taxes - Misc	-		-
Deferred Taxes - Fed	-		63,000
Deferred Taxes - State	28,000		-
Penalties	-		-
Provision for Income taxes-Fed	-		-
Provision for Income taxes-State	-		-
Provision for Doubtful accounts	-		-
Utilities	-		-
Relocation Expense	11,300		
Travel Expense	280,118		
Hotel & Lodging	97,279		
Employee Benefit Reimb. (Billable to Client)	7,226,581		
Charitable Contributions	-		-
Meals & Entertainment	61,273		-
Interest Income	-		800,937
Total	530,681,626	-	563,333,262
Profit (Loss)	32,651,636		

**COMPUNNEL SOFTWARE GROUP, INC.
AND AFFILIATES
COMBINED PROVISIONAL BALANCE SHEET
31-Dec-21**

	Amount in USD Millions
ASSETS	
	<u>12/31/2021</u>
Current Assets	
Cash and Cash Equivalents	\$ 36.25
Accounts Receivables, net of Allowance of \$987,610	\$ 100.85
Prepaid Expenses and Other Current Assets	<u>\$ 0.34</u>
Total Current Assets	\$ 137.44
Fixed Assets, net	\$ 1.11
Investments & Other Assets	
Security Deposits	\$ 0.03
Due from Stockholders	\$ 0.73
Investment in Non-Marketable Securities	\$ 0.20
Goodwill (Net)	\$ 5.80
Total Investments & Other Assets	<u>\$ 6.75</u>
TOTAL ASSETS	<u><u>\$ 145.30</u></u>

**COMPUNNEL SOFTWARE GROUP, INC.
AND AFFILIATES
COMBINED PROVISIONAL BALANCE SHEET
31-Dec-21**

Amount in USD Millions

	<u>12/31/2021</u>
LIABILITIES AND STOCKHOLDERS' EQUITY	
Current Liabilities	
Accounts Payable	48.18
Other Current Liabilities	20.07
Income Tax Payable	3.43
Total Current Liabilities	71.68
Long-Term Liabilities	
PPP Loan Payable	1.05
Deferred Payroll Taxes	<u>0.58</u>
Total Long-Term Liabilities	<u>1.63</u>
Total Liabilities	73.31
Stockholders' Equity	
Common Stock	0.01
Paid-in Capital	0.24
Retained Earnings	<u>71.74</u>
Total Stockholders' Equity	<u>71.99</u>
TOTAL LIABILITIES & STOCKHOLDERS' EQUITY	<u><u>145.30</u></u>

**COMPUNNEL SOFTWARE GROUP, INC.
AND AFFILIATES
COMBINED PROVISIONAL STATEMENT OF OPERATIONS & RETAINED EARNINGS
2021**

	Amount in USD Millions
	<u>2021</u>
Revenue	490.71
Direct Salaries	286.20
Payroll Taxes	23.25
Sub-Contractors	116.12
Total Cost of Revenue	<u>425.57</u>
Excess of Revenue over Cost	65.14
Total Operating expense	31.70
Earnings from Operations	33.44
Other Income/(Expenses)	
Depreciation and Amortization	<u>(1.77)</u>
Total Other Expenses	<u>(1.77)</u>
Earnings Before Income Tax	31.67
Provision for Income Tax	<u>6.65</u>
Net Earnings	25.02
Retained Earnings - January 1, 2021	46.72
Retained Earnings - December 31, 2021	<u><u>71.74</u></u>

**COMPUNNEL SOFTWARE GROUP, INC.
AND AFFILIATES
COMBINED STATEMENT OF CASH FLOWS
2021**

	Amount in USD Millions
Cash Flows from Operating Activities	<u>2021</u>
Net Earnings	25.02
Adjustments to Reconcile net Income to net Cash Provided by Operating Activities	
Depreciation and Amortization	1.77
Changes in Assets and Liabilities	
Accounts Receivable	(33.40)
Prepaid Expenses & Other Current Assets	0.28
Accounts Payable	9.39
Other Liabilities	9.20
Long Term Liabilities Liabilities	(4.62)
	<u>(17.38)</u>
Net Cash provided by Operating Activities	7.64
Cash Flows from Investing Activities	
Investment in Non-Marketable Securities	
Acquisition of property and equipment	
Acquisition of Businesses	<u> </u>
Net Cash used in Investing Activities	-
Cash Flows from Financing Activities	
Advances to Shareholders	
Acquisition Notes Payable	
Net Cash Flows provided by Financing Activities	<u> </u>
Net Increase in Cash and Cash Equivalents	<u>7.64</u>



**COMPUNNEL SOFTWARE GROUP, INC.
AND AFFILIATES
COMBINED STATEMENT OF CASH FLOWS
2021**

Amount in USD Millions

Net Increase in Cash and Cash Equivalents	7.64
Cash and Cash Equivalents - January 1, 2021	<u>28.61</u>
Cash and Cash Equivalents - December 31, 2021	<u><u>36.25</u></u>



COMPUNNEL SOFTWARE GROUP, INC.
AND AFFILIATES
COMBINED PROVISIONAL BALANCE SHEET
December 31, 2020

ASSETS

	Dec-20
Current Assets	
Cash and Cash Equivalents	\$28,060,516
Accounts Receivables, net of Allowance of \$987,610	69,545,572
Prepaid Expenses and Other Current Assets	1,005,637
Total Current Assets	\$ 98,611,725
Fixed Assets, net	1,584,436
Investments & Other Assets	
Security Deposits	26,183
Due from Stockholders	702,446
Investment in Non-Marketable Securities	200,000
Goodwill (Net)	7,084,365
Total Investments & Other Assets	8,012,994
TOTAL ASSETS	\$ 108,209,155



COMPUNNEL SOFTWARE GROUP, INC.
AND AFFILIATES
COMBINED PROVISIONAL BALANCE SHEET
December 31, 2020

	Dec-20
LIABILITIES AND STOCKHOLDERS' EQUITY	
Current Liabilities	
Accounts Payable	43,626,849
Accrued Payroll	8,700,688
Accrued Expenses	1,072,672
Acquisition/Promissory Notes Payable, Current Portion	105,872
Taxes Payable	215,821
Total Current Liabilities	\$ 53,721,903
Long-Term Liabilities	
Deferred Taxes	7,602,994
PPP Loan Payable	1,246,610
Total Long-Term Liabilities	8,849,604
Total Liabilities	62,571,507
Stockholders' Equity	
Common Stock	6,020
Paid-in Capital	241,544
Retained Earnings	45,390,084
Total Stockholders' Equity	45,637,648
TOTAL LIABILITIES & STOCKHOLDERS' EQUITY	\$ 108,209,155



**COMPUNNEL SOFTWARE GROUP, INC.
AND AFFILIATES**
COMBINED PROVISIONAL STATEMENT OF OPERATIONS & RETAINED EARNINGS
Jan to Dec 2020

	<u>Jan to Dec 2020</u>
Revenue	\$ 341,009,864
Direct Salaries	198,985,133
Payroll Taxes	14,912,146
Sub-Contractors	82,364,371
Total Cost of Revenue	<u>296,261,650</u>
Excess of Revenue over Cost	44,748,214
Total Operating expense	28,478,930
Earnings from Operations	16,269,284
Other Income/(Expenses)	
Depreciation and Amortization	<u>(1,767,710)</u>
Total Other Expenses	<u>(1,767,710)</u>
Earnings before Income Taxes	14,501,574
Provision for Income Taxes	<u>(3,045,330)</u>
Net Earnings	11,456,243
Retained Earnings - January 1, 2020	33,933,841
Retained Earnings - December 31, 2020	<u><u>\$ 45,390,084</u></u>



**COMPUNNEL SOFTWARE GROUP, INC.
AND AFFILIATES
COMBINED STATEMENT OF CASH FLOWS
Jan to Dec 2020**

Cash Flows from Operating Activities	<u>Jan to Dec 2020</u>
Net Earnings	\$ 11,456,243
Adjustments to Reconcile net Income to net Cash Provided by Operating Activities	
Depreciation and Amortization	1,767,710
Changes in Assets and Liabilities	
Accounts Receivable	(14,429,015)
Prepaid Expenses & Other Current Assets	(9,739)
Security Deposits	14,373
Accounts Payable	15,495,249
Accrued Payroll	2,608,883
Deffered Revenue	(620,400)
Deffered Taxes	7,602,994
PPP Loan	1,246,610
Accrued Expenses	593,126
Acquisition Notes Payable	(539,999)
Taxes Payable	(13,255)
	<u>13,716,538</u>
Net Cash provided by Operating Activities	25,172,781
Cash Flows from Investing Activities	
Acquisition of property and equipment	
Acquisition of Businesses	
Net Cash used in Investing Activities	-
Cash Flows from Financing Activities	
Advances to Shareholders	
Acquisition Notes Payable	
Net Cash Flows provided by Financing Activities	-
Net Increase in Cash and Cash Equivalents	<u>25,172,781</u>



**COMPUNNEL SOFTWARE GROUP, INC.
AND AFFILIATES
COMBINED STATEMENT OF CASH FLOWS
Jan to Dec 2020**

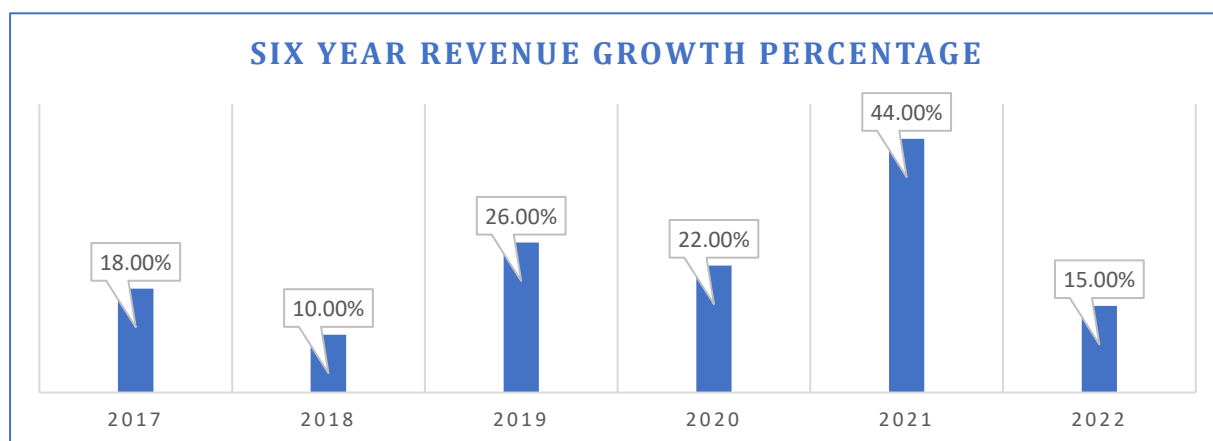
Net Increase in Cash and Cash Equivalents	25,172,781
Cash and Cash Equivalents - January 1, 2020	<u>2,887,735</u>
Cash and Cash Equivalents - Dec 31, 2020	<u><u>\$ 28,060,516</u></u>

Ability to Maintain Insurance Requirements

Proposer must include information demonstrating the proposer's financial stability and ability to obtain and maintain bonding and insurance requirements in order to be eligible to be assigned a higher score. Proposals which lack the description of the proposer's financial status or the required certification of bonding and insurance requirements may be assigned a lower score.

Compunnel being a C-corporation assures the Parish that we are financially stable enough to maintain insurance requirements under this contract. We have added our sample insurance certificate in the Appendix section of our response.

Our [annual revenue for 2022 was \\$563 Million USD](#). We have highlighted the percentage growth in our revenue for the last six (6) years in the figure below:



In addition to our financial statements and revenue growth percentage graph, we are attaching a snapshot from our latest D & B report below:

D&B Finance Analytics

Printed By: Lalitha Reddy

Date Printed: 07-27-2023

LIVE REPORT

COMPUNNEL SOFTWARE GROUP, INC.

Tradestyle(s): -

ACTIVE GLOBAL ULTIMATE

D-U-N-S Number: 78-754-0269
Phone: +1 609 606 9010

Address: 103 Morgan Ln Ste 102, Plainsboro, NJ, 08536,
United States Of America

Web: www.compunnel.com

Endorsement: lreddy@compunnel.com

Exclude from Portfolio Insight: No

Folders: All Companies, UNFILED-lreddy@compunnel.com, lreddy@compunnel.com_MyCompanies

Summary

KEY DATA ELEMENTS (Formerly: SCORE BAR)

KDE Name		Current Status	Details
PAYDEX®	↓	51	29 Days Beyond Terms
Delinquency Score	↑	65	Moderate Risk of severe payment delinquency.
Failure Score	↓	84	Low to Moderate Risk of severe financial stress.
D&B Viability Rating		4 B G	View More Details
Bankruptcy Found		N	
D&B Rating		1R3	10 employees and over, Moderate Risk

COMPANY PROFILE ⓘ

D-U-N-S 78-754-0269	Mailing Address UNITED STATES	Annual Sales 318,419,978
Legal Form Corporation (US)	Telephone +1 609 606 9010	Employees 900
History Record Clear	Website www.compunnel.com	Age (Year Started) 29 Years (1994)
Date Incorporated 09-13-1994	Present Control Succeeded 1994	Named Principal Amit Gaur, CEO
State of Incorporation GEORGIA		Line of Business Employment agency
Ownership Not publicly traded		SIC 7361
		NAICS 56131
		Street Address: 103 Morgan Ln Ste 102, Plainsboro, NJ, 08536, United States Of America



H. TRANSITION PLAN

To ensure business continuity and no disruption to Jefferson Parish operations, the proposer shall submit a detailed Transition Plan. At a minimum, the plan should include the new contractor's transition approach, a description of the Transition Team, how the workforce will transition (including subcontractors), how network user accounts and passwords will be transitioned, knowledge & intellectual property transfer, and how Parish equipment and Contractor equipment be transitioned. In addition, proposers shall indicate what is expected of the Parish to ensure a successful transition.

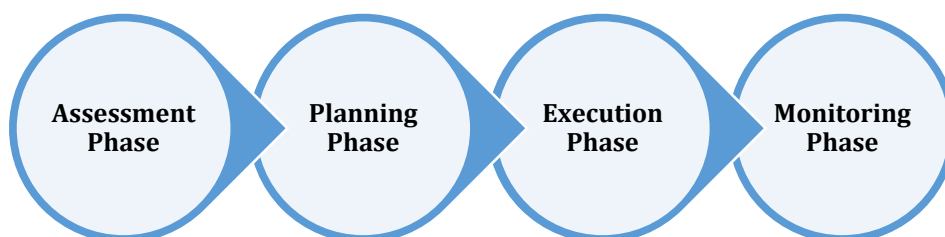
Compunnel understands that the Parish might currently have incumbent personnel under contract with existing vendors, and we shall be required to accommodate a transfer of those personnel, who the Parish deems necessary. Compunnel firmly believes that the transition of new employees shall not affect the ongoing operations of the Parish.

Our Transition Approach encapsulates Compunnel's unwavering commitment to delivering a seamless, efficient, and successful transition for Jefferson Parish. We are confident that our expertise, combined with a well-defined strategy, will not only ensure uninterrupted operations but also mark the beginning of a collaborative and prosperous partnership. Our Transition Approach involves the below points:

1. Transition Strategy:

Our Transition Approach will center around a meticulous four-phase strategy that will guarantee a smooth handover of operations:

Transition Phases



- **Assessment Phase:** We will undertake a comprehensive analysis of existing processes, systems, and personnel to identify potential areas for optimization and alignment with Jefferson Parish's goals.
- **Planning Phase:** Our team will craft a detailed Transition Plan that addresses every facet of the transition, encompassing workforce, technical infrastructure, knowledge transfer, equipment, and more.
- **Execution Phase:** With the Transition Plan as our guide, we will systematically execute the transition, ensuring minimal disruption to Parish operations.

- **Monitoring and Optimization Phase:** We are committed to post-transition support, continuously monitoring the implemented changes, and swiftly addressing any emerging challenges.

2. Transition Team:

Our Transition Team is comprised of seasoned professionals who will work in close collaboration with Jefferson Parish representatives. This team will oversee every aspect of the transition process, ensuring transparency, effective communication, and timely decision-making.

3. Workforce Transition:

Compunnel places paramount importance on a smooth workforce transition. Our plan includes personalized onboarding, training, and orientation programs for Parish employees, ensuring a seamless integration into Compunnel's operational framework.

4. Network User Accounts and Passwords:

We will meticulously manage the transfer of network user accounts and passwords, adhering to the highest standards of data security and privacy. Compunnel has a well-defined protocol which will guarantee the security and accessibility of sensitive information during and after the transition.

5. Knowledge and Intellectual Property Transfer:

Compunnel recognizes the significance of knowledge and intellectual property transfer. Our experts will curate an effective strategy to capture, document, and transfer critical knowledge, empowering both the incoming team and the Parish with valuable insights for sustained success.

6. Equipment Transition:

We will manage the equipment transition with the utmost care, ensuring that all Parish and Compunnel equipment is cataloged, evaluated, and safely transferred. Our team's technical prowess guarantees that systems will be operational, and teams productive, throughout the transition.

7. Parish Engagement:

For a successful transition, we kindly request Jefferson Parish's active participation in the following ways:

- Providing timely access to necessary information and personnel for a smooth knowledge transfer.
- Ensuring open lines of communication between Parish staff and our Transition Team.



- Collaboratively addressing any unforeseen challenges that may arise during the transition.



APPENDIX

Insurance Requirements



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER FICKE & ASSOCIATES, INC 271 ROUTE 46 W SUITE A201 FAIRFIELD NJ 07004	CONTACT ARUN PARIKH PHONE (877) 516-3749 FAX (888) 717-7763 E-MAIL ADDRESS: coi@fickeinsurance.com
INSURED COMPUNNEL SOFTWARE GROUP, INC DBA COMPUNNEL INC. 103 MORGAN LN., STE 102, PLAINSBORO NJ 08536	INSURER(S) AFFORDING COVERAGE INSURER A: CITIZENS INSURANCE COMPANY NAIC # 31534 INSURER B: The Hanover Insurance Company 22292 INSURER C: Hartford Fire Ins Co. 19682 INSURER D: INSURER E: INSURER F:

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CONTRACTUAL LIAB. <input checked="" type="checkbox"/> ALL RISK PROPERTY GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			ZBY H426631 00	01/01/2022	01/01/2023	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			ZBY H426631 00	01/01/2022	01/01/2023	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			URY H446733 00	01/01/2022	01/01/2023	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/EMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WMT H483929 00	01/01/2022	01/01/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
B	PROFESSIONAL LIAB. (E&O)			LHY H482490 00	01/01/2022	01/01/2023	EACH OCCURRENCE/AGGREGATE \$10M/\$10M
C	3RD PARTY CRIME BOND			13 TP 0283351-21	02/25/2022	02/25/2023	LIMIT \$5M/\$5M

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
EMPLOYMENT PRACTICES LIABILITY (13 KB 0321454-21) EFFECTIVE 03/30/2021 - 03/30/2022; LIMIT - \$1M FROM TWIN CITY FIRE INSURANCE COMPANY.
NETWORK SECURITY/CYBER (LHY H482490 00) EFFECTIVE 01/01/2022 - 01/01/2023 LIMIT - \$10M/\$10M FROM THE HANOVER INS. COMPANY.

CERTIFICATE HOLDER

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Arun Parikh/SU

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ACORD 25 (2014/01)
INS025 (2014/01)

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Signature Page

Request for Proposals #0464

**To Provide Information Technology Support Services and Supplemental
Staffing for the Departments for Electronic Information Systems (EIS) and
Telecommunications**

SIGNATURE PAGE

The Jefferson Parish Department of Purchasing is soliciting Request for Proposals (RFP'S) from qualified proposers who are interested in providing Information Technology Support Services and Supplemental Staffing for the for the Jefferson Parish Electronic Information Systems (EIS) and Telecommunications Department.

Request for Proposals will be received until 3:30 p.m. Local Time on: August 25, 2023.

Acknowledge Receipt of Addenda: Number: 1
Number: _____
Number: _____
Number: _____
Number: _____
Number: _____

Name of Proposer: Compunnel Software Group, Inc. DBA Compunnel, Inc.

Address: 103 Morgan Lane, Suite 102, Plainsboro, New Jersey, 08536

Phone Number: 609-606-9010 Fax Number 609-750-0981

Type Name of Person Authorized to Sign: Ashish Yadav

Title of Person Authorized to Sign: Program Manager

Signature of Person Authorized to Sign: 

Email Address of Person Authorized to Sign: govt@compunnel.com

Date: August 25, 2023

This RFP signature page must be signed by an authorized Representative of the Company/Firm for proposal to be valid. Signing indicates you have read and comply with the Instructions and Conditions.



Corporate Resolution

CORPORATE RESOLUTION

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF
Compunnel Software Group, Inc. DBA Compunnel, Inc.

INCORPORATED.

AT THE MEETING OF DIRECTORS OF Compunnel Software Group, Inc. DBA Compunnel, Inc.
INCORPORATED, DULY NOTICED AND HELD ON August 21, 2023,
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT WAS:

RESOLVED THAT Ashish Yadav, BE AND IS HEREBY
APPOINTED, CONSTITUTED AND DESIGNATED AS AGENT AND ATTORNEY-IN-FACT OF
THE CORPORATION WITH FULL POWER AND AUTHORITY TO ACT ON BEHALF OF THIS
CORPORATION IN ALL NEGOTIATIONS, BIDDING, CONCERNS AND TRANSACTIONS WITH
THE PARISH OF JEFFERSON OR ANY OF ITS AGENCIES, DEPARTMENTS, EMPLOYEES OR
AGENTS, INCLUDING BUT NOT LIMITED TO, THE EXECUTION OF ALL PROPOSALS, PAPERS,
DOCUMENTS, AFFIDAVITS, BONDS, SURETIES, CONTRACTS AND ACTS AND TO RECEIVE
ALL PURCHASE ORDERS AND NOTICES ISSUED PURSUANT TO THE PROVISIONS OF ANY
SUCH PROPOSAL OR CONTRACT, THIS CORPORATION HEREBY RATIFYING, APPROVING,
CONFIRMING, AND ACCEPTING EACH AND EVERY SUCH ACT PERFORMED BY SAID AGENT
AND ATTORNEY-IN-FACT.

I HEREBY CERTIFY THE FOREGOING TO BE A TRUE
AND CORRECT COPY OF AN EXCERPT OF THE
MINUTES OF THE ABOVE DATED MEETING OF THE
BOARD OF DIRECTORS OF SAID CORPORATION,
AND THE SAME HAS NOT BEEN REVOKED OR
RESCINDED.

Rakesh Shah

SECRETARY-TREASURER

August 21, 2023

DATE



Affidavit

Request for Proposal

AFFIDAVIT

STATE OF New Jersey

PARISH/COUNTY OF Middlesex

BEFORE ME, the undersigned authority, personally came and appeared: Rakesh Shah
, (Affiant) who after being by me duly sworn, deposed and said that he/she
is the fully authorized President & CFO of Compunnel Software Group, LLC (Entity), the party
who submitted a proposal in response to RFP Number RFP 0464, to the Parish of Jefferson.

Affiant further said:

Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all campaign contributions, including the date and amount of each contribution, made to current or former elected officials of the Parish of Jefferson by Entity, Affiant, and/or officers, directors and owners, including employees, owning 25% or more of the Entity during the two-year period immediately preceding the date of this affidavit or the current term of the elected official, whichever is greater. Further, Entity, Affiant, and/or Entity Owners have not made any contributions to or in support of current or former members of the Jefferson Parish Council or the Jefferson Parish President through or in the name of another person or legal entity, either directly or indirectly.

Choice B ✓ there are NO campaign contributions made which would require disclosure under Choice A of this section.

Affiant further said:

Debt Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all debts owed by the affiant to any elected or appointed official of the Parish of Jefferson, and any and all debts owed by any elected or appointed official of the Parish to the Affiant.

Choice B ☒ There are **NO** debts which would require disclosure under Choice A of this section.

Affiant further said:

Solicitation of Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all elected officials of the Parish of Jefferson, whether still holding office at the time of the affidavit or not, where the elected official, individually, either by **telephone or by personal contact**, solicited a campaign contribution or other monetary consideration from the Entity, including the Entity's officers, directors and owners, and employees owning twenty-five percent (25%) or more of the Entity, during the two-year period immediately preceding the date the affidavit is signed. Further, to the extent known to the Affiant, the date of any such solicitation is included on the attached list.

Choice B ☒ there are **NO** solicitations for campaign contributions which would require disclosure under Choice A of this section.

Affiant further said:

That Affiant has employed no person, corporation, firm, association, or other organization, either directly or indirectly, to secure the public contract under which he received payment, other than persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project or in securing the public contract were in the regular course of their duties for Affiant; and

That no part of the contract price received by Affiant was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project were in the regular course of their duties for Affiant.

Affiant further said:

Subcontractor Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Affiant further said that attached is a listing of all subcontractors, excluding full time employees, who may assist in providing professional services for the aforementioned RFP.

Choice B ☒ There are **NO** subcontractors which would require disclosure under Choice A of this section.

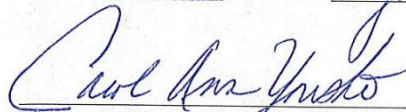


Signature of Affiant

Rakesh Shah

Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME
ON THE 10th DAY OF August, 2023.



Notary Public

Carolann Yousko

Printed Name of Notary

500 16117

Notary/Bar Roll Number

My commission expires 5/19/25.

3



Good Standing - Authorized and Registered to do Business in the United States

Control Number : K423427

STATE OF GEORGIA

**Secretary of State
Corporations Division
313 West Tower
2 Martin Luther King, Jr. Dr.
Atlanta, Georgia 30334-1530**

CERTIFICATE OF EXISTENCE

I, **Brad Raffensperger**, the Secretary of State of the State of Georgia, do hereby certify under the seal of my office that

COMPUNNEL SOFTWARE GROUP, INC.
a Domestic Profit Corporation

was formed in the jurisdiction stated below or was authorized to transact business in Georgia on the below date. Said entity is in compliance with the applicable filing and annual registration provisions of Title 14 of the Official Code of Georgia Annotated and has not filed articles of dissolution, certificate of cancellation or any other similar document with the office of the Secretary of State.

This certificate relates only to the legal existence of the above-named entity as of the date issued. It does not certify whether or not a notice of intent to dissolve, an application for withdrawal, a statement of commencement of winding up or any other similar document has been filed or is pending with the Secretary of State.

This certificate is issued pursuant to Title 14 of the Official Code of Georgia Annotated and is prima-facie evidence that said entity is in existence or is authorized to transact business in this state.

Docket Number : 22116436
Date Inc/Auth/Filed: 09/13/1994
Jurisdiction : Georgia
Print Date : 12/10/2021
Form Number : 211



Brad Raffensperger

**Brad Raffensperger
Secretary of State**



Certificate of Incorporation

Secretary of State
Business Services and Regulation
Suite 315, West Tower
2 Martin Luther King, Jr. Dr.
Atlanta, Georgia 30334-1530

CONTROL NUMBER: 9423427
EFFECTIVE DATE: 09/13/1994
COUNTY : DEKALB
REFERENCE : 0091
PRINT DATE : 09/20/1994
FORM NUMBER : 311

GURNANI & GURNANI
RAMESH GURNANI, ESQ.
505 THORNALL STREET
EDISON, NJ 08837

CERTIFICATE OF INCORPORATION

I, **MAX CLELAND**, Secretary of State and the Corporation
Commissioner of the State of Georgia, do hereby certify under the
seal of my office that

COMPUNNELL SOFTWARE GROUP, INC.

has been duly incorporated under the laws of the State of Georgia
on the effective date stated above by the filing of articles of
incorporation in the office of the Secretary of State and by the
paying of fees as provided by Title 14 of the Official Code of
Georgia Annotated.

WITNESS my hand and official seal in the City of Atlanta and the
State of Georgia on the date set forth above.



Max Cleland
MAX CLELAND
SECRETARY OF STATE

Verley J. Spivey
VERLEY J. SPIVEY
DEPUTY SECRETARY OF STATE

SECURITIES
656-2894

CEMETERIES
656-3079

CORPORATIONS
656-2817

CORPORATIONS HOT-LINE
404-656-2222
Outside Metro-Atlanta